PA PQC
Pennsylvania Perinatal Quality Collaborative

Patient Care Communication Sprint Series

October – December 2026

Goal: Improve respectful communication approaches with patients and families experiencing postpartum discharge transition, depression, or substance use during the perinatal periods.

1 Kickoff
October 14, 2026

Setting the Stage for Patient Care Communication

- Welcome & Sprint overview
- Defining respectful maternity care
- Understanding your current condition
- Identify team focus and assemble a multidisciplinary QI team

2 Check-in #1
October 28, 2026

Applying Respectful Maternity Care Practices

- Peer-to-peer learning
- Scenarios of respectful and disrepectful family commmunication
- Identify communication gaps
- Action planning tools

3 Check-in #2
November 10, 2026

Tools and Templates

- Peer-to-peer learning
- Evaluation metrics for PQC initiatives
- Tools to support communication strategies
- Scenarios of respectful and disrepectful family commmunication

4 Technical Assistance
November 18, 2026

Open Forum

- Share successes and challenges
- Ask questions
- Get support to develop your plan for incorporating respectful communication strategies within your PQC QI project

5 Final Sprint Series Check-in
December 2, 2026

Lessons Learned and Next Steps

- Peer-to-peer sharing
- Troubleshooting barriers
- Identify next steps for patient care communication QI work
- Sprint assessment

Assessment → Planning → Testing → Implementation

Key Takeaways from Session

To strengthen respectful care, focus on:

- Approaching conversation collaboratively, encouraging dialogue from the patient, and acknowledging their concerns
- Providing neutral information with clarity, consistency, and empathy in mind

Decide on measures before implementing changes

- Existing data collected through your PA PQC work:
  - Reported PQC Initiative-related data is applicable: standardized debrief process and staff education
  - HCAHPS Questions from Press Ganey & AIM postpartum change discharge packet
- Create your own measures, as needed. Examples:

- Percent of patients with a severe event that participated in a debrief
  - Numerator: patients that participated in a debrief
  - Denominator: patients that experienced a severe event in the XX (month/quarter)
- Percent of patients with a severe event that were offered a debrief with the clinical team
  - Numerator: patients that were offered a debrief
  - Denominator: patients that experienced a severe event in the XX (month/quarter)
- Percent of patients that were included in at least one bedside shift change handoff during their admission
  - Numerator: patients that were included in a bedside shift change handoff
  - Denominator: total number of admissions during the reporting quarter

Always align your measures with the specific work that you are doing

References & Resources

NICHQ Respectful Maternity Care Toolkit. https://nichq.org/wp-content/uploads/2026/03/RMC-Resource-Guide_March-2026-Revisions.pdf

PA PQC Patient Care Communication Reference Guide.

AIM Postpartum Change Packet https://saferbirth.org/wp-content/uploads/2025_PPDT_Change-Package.pdf

Association of Women's Health, Obstetric and Neonatal Nurses. Patient and staff debriefing toolkit. https://awhonn.org/resources-and-information/debriefing-toolkit/