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

Respectful Maternity Care (RMC) is "an approach to care that honors the dignity, autonomy, personhood and individual preferences of women giving birth." (NICHQ Respectful Maternity Care Toolkit)

This sprint series offers two options for QI focus
1. Debrief with Families After Major Clinical Events
2. Normalizing Patient Participation in Team Conversations

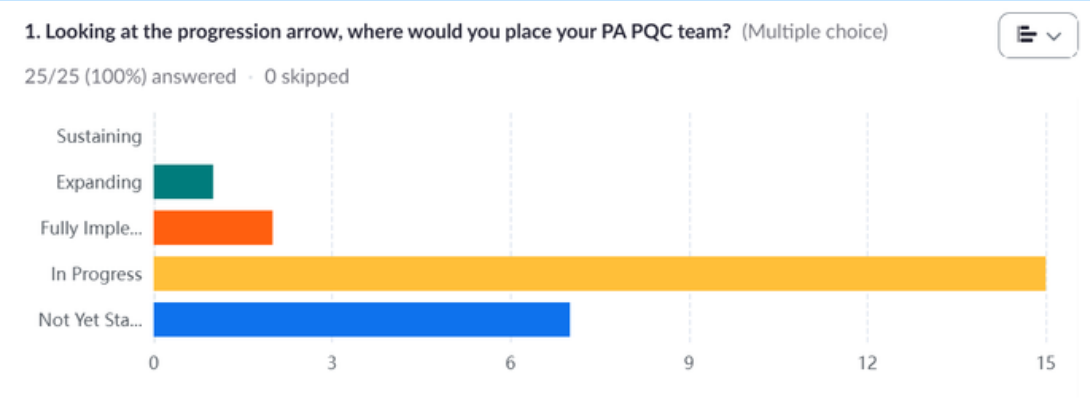
Considerations for stakeholder identification
- Who needs to approve change aids?
- Who needs to implement them?
- Who will champion the effort?
- Who can remove barriers?

What are patients saying?

- 60% of respondents reported untreated mental health symptoms during pregnancy
- 26% of respondents were not treated with respect
- 40% did not feel heard or listened to
- 36% were not involved in care decisions

Source: Listening to Mothers IV. National Partnership for Women & Families

Assessing current state: Where do PA PQC Healthcare Teams stand with RMC implementation?



Resources

