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

Communication is the foundation of respectful care.

To strengthen respectful care, focus on:

- Clarity, consistency, empathy, nonjudgmental language, avoid assumptions
- Coordination amongst the care team
- Support patient and family education
- Active listening: be mindful of patient preferences, consent, privacy, language access, and equitable communication

TWO QI OPPORTUNITIES

1. **Debrief with families** after major clinical events
2. **Normalize family & patient participation** in care-team conversations

References & Resources

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

Association of Women's Health, Obstetric and Neonatal Nurses. Respectful Maternity Care (RMC) Readiness Assessment Tool. https://806-srz-815.mktoweb.com/lp/806-SRZ-815/Organizational-Readiness-Assessment.html

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