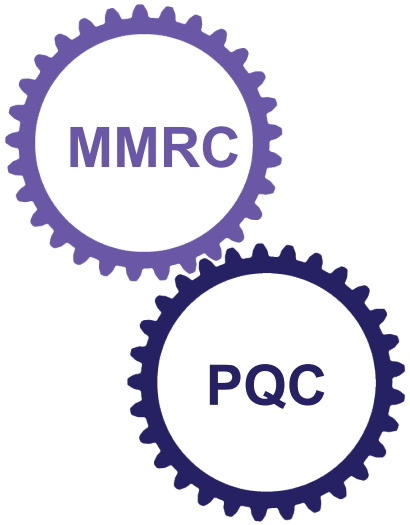


PA PQC

Pennsylvania Perinatal Quality Collaborative

Patient Care Communication Sprint Series: Patient Voice Experience with Communication Breakdown

PA PQC Virtual Learning Session

November 18th, 2026

Agenda

1. **Welcome & Recap of Check-in #2– Jennifer Condel,** SCT(ASCP)MT, Senior Program Manager, Perinatal Health, Jewish Healthcare Foundation
2. **Patient Voice Experience with Communication Breakdown – Angela B. Ryan,** Esq., Lived Experience – Facilitated by **Kristen Brenneman,** MSN, RNC-NIC, Women's Health Program Specialist and QI Coach, Jewish Healthcare Foundation
3. **Moderated Q&A –** Facilitated by **Kristen Brenneman,** MSN, RNC-NIC, Women's Health Program Specialist and QI Coach, Jewish Healthcare Foundation
4. **Open Forum for General Sprint Questions –** Facilitated by, **Jennifer Condel**, and PA PQC QI Coaches
5. **Resource Highlights – Jennifer Condel,** SCT(ASCP)MT, Senior Program Manager, Perinatal Health, Jewish Healthcare Foundation
6. **Wrap-up & Next Steps – Hadar Re'em,** MPH**,** MSW, Program Associate and PA PQC QI Coach, Jewish Healthcare Foundation

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

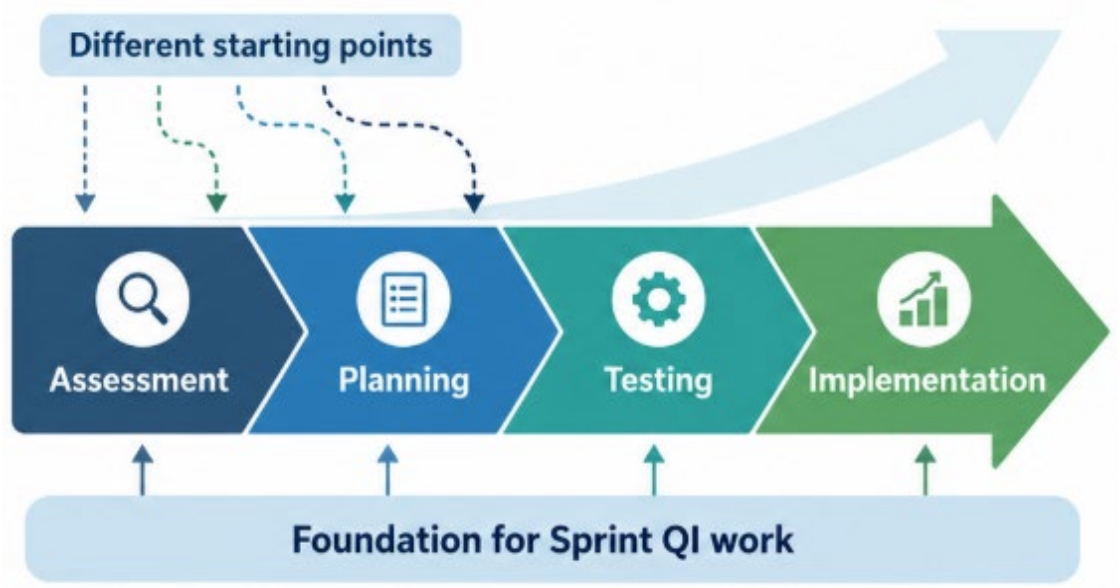
Lessons Learned and Next Steps

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

Assessment → Planning → Testing → Implementation

Sprint Series: Building QI Readiness and Momentum

- **Create a foundation for QI work** by identifying baseline and next steps
- Support teams **at different stages of readiness**
- Promote **progress through the QI process** based on each Team's needs.
- **Build readiness** and momentum, not require completion
- The goal is to advance QI work, **not to finish a full project by the end of the Sprint series.**



Recap from Check-in #2

JENNIFER CONDEL, SCT(ASCP)MT, SENIOR PROGRAM MANAGER, PERINATAL HEALTH, JEWISH HEALTHCARE FOUNDATION

Recap of Check-in #2

RESPECTFUL COMMUNICATION — **Listen to patient concerns, create space for dialogue, and support family autonomy.**

Scenario: Disrespectful Care

Parents' concerns were dismissed, fear-based messaging, and pressure replaced informative dialogue

Scenario: Respectful Care

Concerns were addressed, benefits and risks were explained, questions were invited, and respected choice

CHECK-IN POLL RESULTS

Team progress

56%	Discussed improvement opportunities
22%	Not yet started
22%	QI focus, baseline, or testing underway

Greatest challenge

56%	Limited time or competing priorities
28%	Not yet started
17%	Team or leadership engagement

Peer Discussion Takeaways

- Important to communicate very serious risk to the baby.
- Conversations can start prenatally & use patient handout
- Have FAQs and Info for health providers
- Know what version of vitamin K your hospital carries

Evaluation Metrics

- PQC data related to standard debrief & staff education
- Use measures from Press Ganey & AIM Discharge Packet
- Always align your measures to capture your specific work.

Since Check-in #2…

Lessons in Centering Patient Voice in Communication:
Discussion with Angela B. Ryan, Esq.

FACILITATED BY KRISTEN BRENNEMAN, MSN, RNC-NIC, WOMEN'S HEALTH PROGRAM SPECIALIST AND QI COACH, JEWISH HEALTHCARE FOUNDATION

Centering Patient Voice in Respectful Care

Respectful debriefs and care conversations make patients partners in understanding experiences and shaping care.

CORE PRACTICE **Listen • Validate • Explain • Partner**

Patient Debriefs

Ask permission & assess readiness for the debrief to help patients understand, process, and make sense of what happened.

- **Explain what happened:** Share health information, clinical events, and decisions in plain language; invite questions.
- **Support processing:** Give time and emotional support for patients to describe and reflect on their experience.
- **Discuss future implications:** Explain potential effects on future births and overall health; explore patient concerns; and follow-up needed
- **Offer chart review:** Review documentation and charting details together if the patient wishes; clarify discrepancies.

Patient Care Conversations

Invite patients to shape decisions and coordinate care with the team.

- **Listen and incorporate:** Ask about the patient's experience, priorities, and concerns; reflect them in the care plan.
- **Explain and invite questions:** Clearly share health information, options, and next steps; allow time for questions.
- **Coordinate with, not for:** Include patients in team discussions, decisions, handoffs, and follow-up planning.
- **Invite verification:** Ask patients to confirm history, medications, documented information, and proposed plans.

Disrespectful conversations can cause trauma, compromise safety, and discourage patients from speaking up.

Please submit your questions through the Q&A function.

Centering Patient Voice Communications: Q&A

FACILITATED BY KRISTEN BRENNEMAN, MSN, RNC-NIC, WOMEN'S HEALTH PROGRAM SPECIALIST AND QI COACH, JEWISH HEALTHCARE FOUNDATION

Please raise your hand to share or ask a question.

Open Forum for General Sprint Questions

JENNIFER CONDEL, AND PA PQC QI COACHES

Resource Highlights

JENNIFER CONDEL, SCT(ASCP)MT, SENIOR PROGRAM MANAGER, PERINATAL HEALTH, JEWISH HEALTHCARE FOUNDATION

PA PQC
Pennsylvania Perinatal Quality Collaborative

Patient Care Communication Sprint

- Patient Care Communication Kickoff (10.14.26)
- Patient Care Communication Sprint Check-in #1 (10.28.26)
- Patient Care Communication Sprint Check-in #2 (11.10.26)

- NICHQ RMC Resource Guide
- Patient Huddle Debrief Instructions (AWHONN)
- Patient and Staff Debriefing Toolkit (AWHONN free download)
- Respectful Maternity Care (RMC) Readiness Assessment Tool (AWHONN)
- Downloadable Respectful Maternity Care Framework and Evidence-Based Guideline (AWHONN)
- Listening to Mothers III Report
- Listening to Mothers IV Report
- 2025 AIM PPDT Change Package
- PA PQC Patient Care Communication Reference Guide

From Commitment to Practice: Respectful Care Resources

Leadership Buy-In

1. **The 5 Ps Framework**
   Leadership buy-in for org change in healthcare
2. **RMC Podcast**
   Learn about AWHONN's RMC work & leader buy-in
3. **RMC Business Case Template**
   AWHONN's RMC Business case letter template
4. **TeamBirth One- Pager**
   Facilitates buy-in and awareness for Team Birth

Patient-Facing Resources

1. **nyspQc RC Commitments**
   Patient -facing commitment for respectful care
2. **ILPQC RC Commitments**
   Factsheet with respectful care commitments to patients
3. **ILPQC RC Flyer**
   Patient-facing commitment for respectful care
4. **ILPQC Birth Equity Resources**
   Clinical quick start resource repository to further Birth Equity

Huddles

1. **TeamBirth Implementation Resources**

Provides a variety of tools to implement changes through TeamBirth implementation Journey,

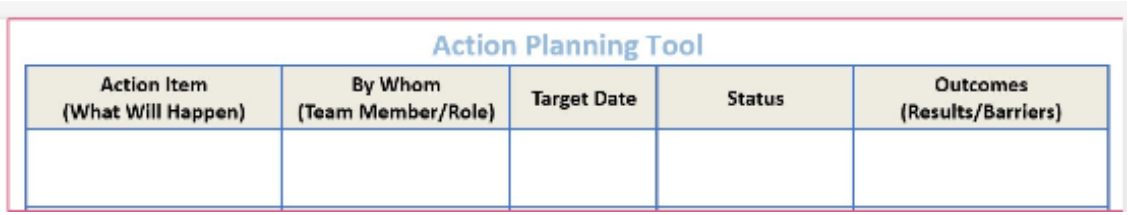
Examples of Useful tools:

- Huddle Observation tool
- Shared Planning tool template
- Patient surveying
- Implementation guidance

All sources linked are external resources not created by PAPQC but by the linked organizations.

Wrap-Up

HADAR RE'EM, MPH, MSW, PROGRAM ASSOCIATE, AND PA
PQC QI COACH, JEWISH HEALTHCARE FOUNDATION



Action Items for After Session

- Identify core team & key stakeholders
- Share lessons learned with team
- Observe current patient care communication practices
- Review the AWHONN Organizational Readiness Assessment
- Determine Patient Care Communication Strategy QI Focus
- Bring early findings, questions, and barriers to Final Sprint Session on 12.2.26



https://www.papqc.org/

PA PQC Project Team: QI Coaches



Kristen Brenneman, MSN, RNC-NIC
Women's Health Program Specialist and QI Coach, Jewish Healthcare Foundation



Lisa Boyd
Program Specialist, Data Manager and QI Coach, Jewish Healthcare Foundation



Karena Moran, PhD
Improvement Optimization Advisor Geisinger Health, NEPaPQC Manger and PA PQC QI Coach



Maureen Saxon-Gioia, MHA, BSN, RN
Nurse Project Manager and QI Coach, Jewish Healthcare Foundation



Deborah Murdoch, MPH
Senior Program Manager, Community Health and QI Coach, Jewish Healthcare Foundation



Hadar Re'em, MPH, MSW
Program Associate and QI Coach, Jewish Healthcare Foundation

Upcoming Virtual Sessions

DECEMBER 2, 2026

Final Sprint Session

11:00 a.m. – 12:00 p.m.

Zoom

DECEMBER 9, 2026

Beyond the Checklist: Access, Autonomy, and Maternal Health

11:00 a.m. – 12:00 p.m.

Zoom

JANUARY 13, 2027

Applying Trauma Informed Care Principles to Identify and Support Patients Experiencing Intimate Partner Violence

11:00 a.m. – 12:00 p.m.

Zoom

FEBRUARY 10, 2027

Strengthening Prenatal and Postpartum Depression Screening Follow-up Protocols and Referrals: Practice Models from Perinatal TiPS

11:00 a.m. – 12:00 p.m.

Zoom

Thank You!

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Pennsylvania Perinatal Quality Collaborative

NEPaPQC
Northeastern Pennsylvania Perinatal Quality Collaborative

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