

Family Birth Center Safe Sleep – Patient Voice Project

PROBLEM STATEMENT

Safe sleep habits are crucial to the health of all newborns. Providing safe sleep education to our patients is our duty as healthcare providers.

Patients having a voice in their education can ensure that we are delivering the best message possible in a way that guarantees understanding and ability to teach best practices to family once discharged.

This project will ensure our patients have contributed to the education process and feel included in their healthcare.

Current State

No patient voice collected or analyzed.

Target State

Have a process to capture patient voice on safe sleep education.

ST. CLAIR PA-PQC TEAM

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PLAN

Make an easy-to-take survey for all patients to use.

What do we want to know?

- What do patients KNOW about safe sleep before they come to the hospital?
- Is our Safe Sleep education adequate?
- Could the Patient explain safe sleep to friends and family?
- What could we do to improve our education on safe sleep?

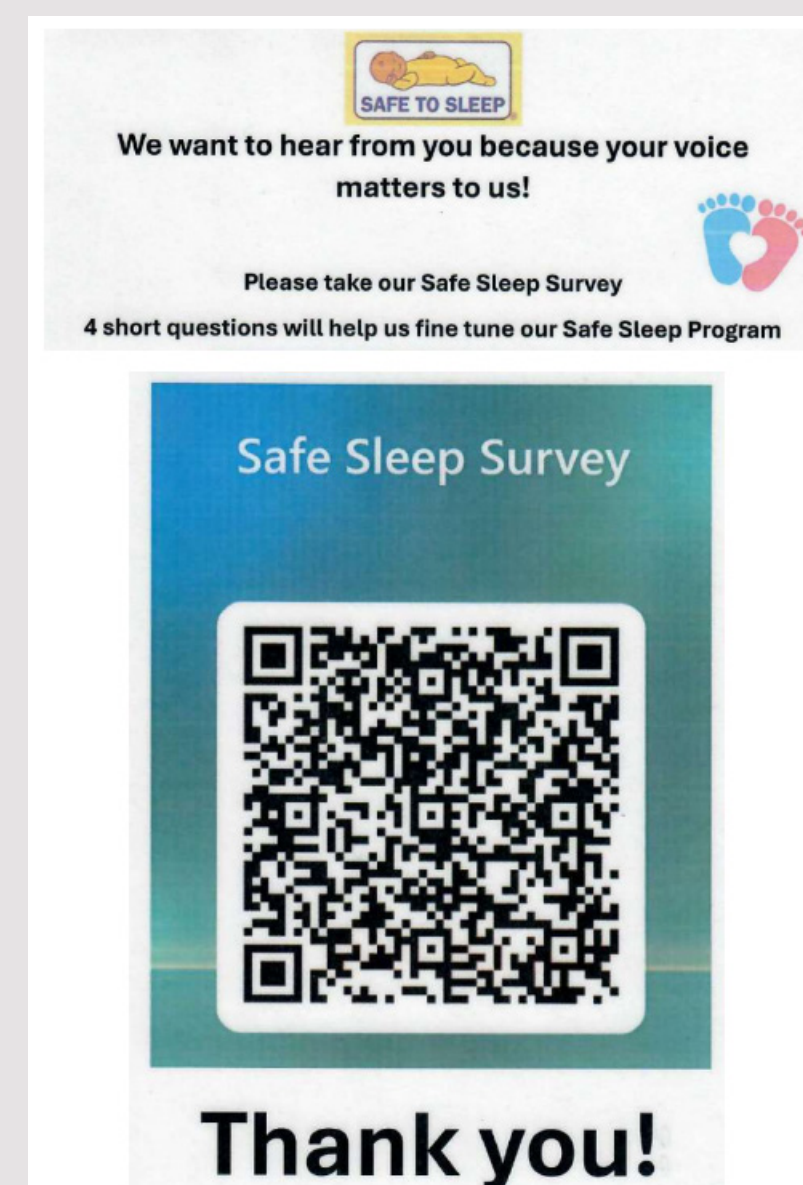
Platform for the Survey was Microsoft Forms.

DO

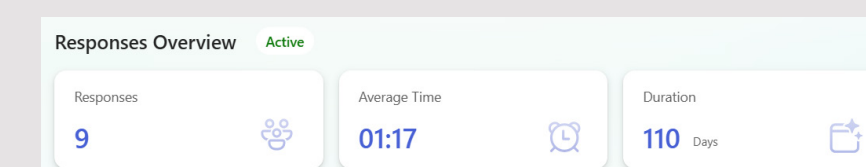
Create the survey using a barcode for patients to scan.

Hang the Survey in every patient room.

Educate staff on the survey and encourage the patients to take the survey.



STUDY



As of 5-14-2025, we have had 9 responses.

Patients feel well educated on safe sleep before they come to the hospital.

100% of those who took the survey said our education was adequate.

100% of those surveyed said they could explain safe sleep to friends and family.

3 of those surveyed suggested a video.

Responses
A video would be nice
a video!!!
A video
No improvements

ACT

Current Action:

- Create a video.
- Using our staff to make it personal, we will create a short video on safe sleep practices using our safe sleep education kit.



- We will make a poster with a QR to scan for the video in every patient room.