



**American Hospital
Association™**

Advancing Health in America

Elevating Patient and Community Voices in Maternal Care

Oct. 16, 2025

Better Health for Mothers and Babies Initiative

80%

of pregnancy-related deaths are preventable

**OUR
SHARED GOAL**

Eliminate preventable maternal mortality and reduce morbidity related to pregnancy and childbirth

Working alongside hospitals and health care systems to help mothers and their babies thrive.



Advancing Health in America

Better Health for Mothers and Babies Webinar Series

Apply four core principles into your maternal health improvement efforts

- 1 Examine quality and outcomes data to guide strategy**
- 2 Consider the causes of disparities in health outcomes**

- 3 Involve patients and community in their own care**
- 4 Engage the workforce**



CORE PRINCIPLE

Involve patients and community in their own care

Engage patients, families and community stakeholders to design care that is responsive to their needs and preferences.



KEY ACTIONS:

- Gather feedback from pregnant and postpartum women.
- Create avenues for patients and others to share care preferences.
- Establish forums for moms to connect.
- Develop processes to screen for and address social needs.
- Engage and partner with community-based groups.
- Engage dads and other caregivers.

Discussion Guide

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CORE PRINCIPLE

Involve patients and community in their own care

- How do you elicit patients' feedback about their birth experiences?
- What strategies are working in building a trusting provider-patient relationship?
- What community-based organizations do you partner with to address maternal health needs? How are you measuring impact?
- What programs and resources do you offer to meet perinatal mental health needs?





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Today's Agenda

- Presentations
- Panel discussion
- Q & A
 - Submit your questions in the Q & A pod as they arise



Elevating Patient and Community Voices in Maternal Care: The DC PQC Experience

**Yolette Gray, Senior Director, Maternal & Child Health Initiatives
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**Dr. Sheetal Sheth, Associate Professor of Obstetrics & Gynecology,
Medical Director of Labor & Delivery and Assistant Director, OBGYN Hospitalists**

**Leigh K. Sims, M.Ed, Developmental Specialist, Early Childhood Consultant,
Certified Patient Family Partner, Mama's Voices**

October 16, 2025



District of Columbia
Perinatal
Quality Collaborative

Who We Are

The District of Columbia Perinatal Quality Collaborative is a network of clinical teams, public health experts and other community stakeholders who come together to participate in data-driven, clinical quality improvement initiatives to improve maternal and infant health outcomes.



Equity-Driven Care: Commitment to All Mothers & Babies

Our Vision

We envision health care system in the District of Columbia where every mother, infant, and family receive equitable, high-quality, and compassionate care. Through collaborative quality improvement and systemic change, we strive to eliminate disparities, reduce perinatal morbidity and mortality.

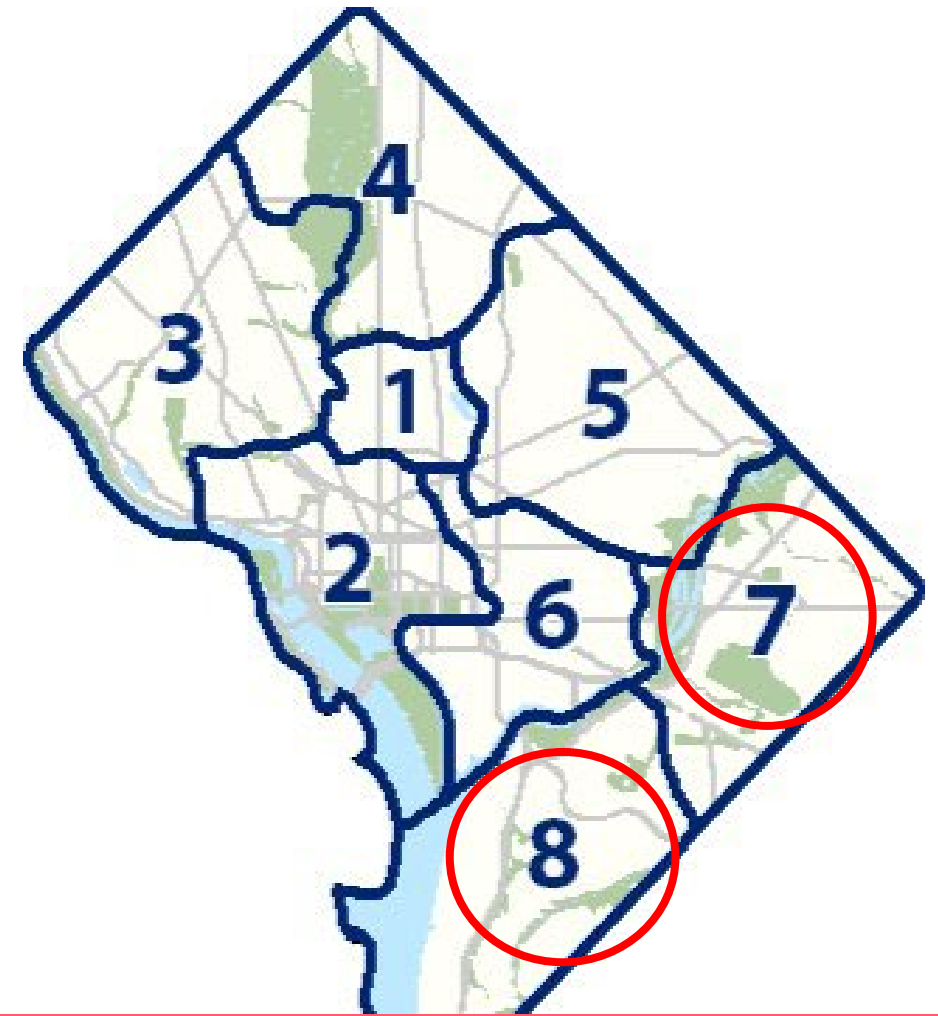
DC PQC's Commitment to Change

- Implementing patient safety bundles
- Strengthening community partnerships
- Using data-driven strategies
- Amplifying patient voices



District of Columbia

- 8 Wards
- 6 Birthing Hospitals
- 1 Birthing Center
- Wards 7 and 8 experience the highest rates of pregnancy-related morbidities and mortalities



2.1%

of women that delivered a baby in a DC hospital experienced severe maternal morbidity during their stay (2022)

90%

of maternal deaths in the District were identified as Non-Hispanic Black (2019-2023)

70%

of maternal deaths were women from Wards 7 & 8 (2019-2023)

11%

of women that delivered a baby in a DC hospital had pre-eclampsia and/or eclampsia (2022)

Establishing the Patient and Family Action Network

PFAN's Role in DC PQC

- Created to ensure patient voices are central in addressing maternal mortality and morbidity in DC.
-

Early Engagement

- Participants were made comfortable sharing experiences, even in the presence of clinicians who may have cared for them during childbirth.
- Ensured understanding of medical terminology and meeting agendas to facilitate meaningful contributions.
- Collected feedback and addressed questions raised during meetings to improve future engagement.





THE GEORGE WASHINGTON
UNIVERSITY **HOSPITAL**

Maternal & Perinatal Health Quality Improvement Initiatives

Perinatal Quality Improvement

Perinatal Peer Review

Annual Birth Summit

Collaborative Care Model

OB Peripartum Hemorrhage Sub-Committee (OB PPH)

Hypertensive Disorders of Pregnancy Program

Immediate Postpartum Diabetes Screen for GDM

Trauma-Informed Simulations (sponsored by DC PQC and patient feedback through MoMMAs Voices)

Urine Toxicology Bundles

OB Error Reduction Conferences Which Includes Bias

AIM Patient Safety Bundle Implementation & Workgroups

Severe Hypertension in Pregnancy Bundle (Initial Patient Engagement)

- Involved patients in planning and feedback during monthly Technical Assistance meetings.
- Patient partners provided insights on making the materials more accessible and patient-friendly.

Obstetric Hemorrhage Bundle

- Patient involvement in planning and execution of **Community of Learning** sessions.
- Patient participated in designing simulations that address trauma and provider-patient communication with a patient feedback component.
- Patient partners shared real experiences and contributed to discussion on best practices in hemorrhage management.

Postpartum and Perinatal Mental Health Workgroups

- Patient partners participated in workgroups, helping refine policies and procedures related to perinatal mental health and postpartum care.



THANK YOU!

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TEMPLE HEALTH

A Bold Pursuit to Improve Maternal Outcomes

Enhancing Quality, Access and Experience
through Temple Women & Families Hospital



About Temple Health & Our Community

- With the Lewis Katz School of Medicine at Temple University, **Temple Health is an academic medical center serving one of the most diverse, underserved populations in the nation**
- Based in North Philadelphia, **our patient population faces complex social determinants of health**
- Building on a longstanding commitment to meet the health and social needs of the community, **Temple opened the Temple Women & Families Hospital on September 3**

40%

of our patients live below poverty level

86%

are covered by government insurance

Maternal Health in Philadelphia

- Philadelphia faces one of the highest maternal mortality rates in the nation
- Since 1997, **14 of 19 maternity units in Greater Philadelphia have closed**, leaving families with few options
- Temple Women & Families Hospital opened as the region's only dedicated hospital for women and families

Temple Women & Families Hospital aims to reverse these trends through community-centered healthcare driven by access, quality and experience

Planning with Community Insight

- To best meet the health and social needs of the community, Temple Health worked closely to understand our patient populations' real needs
- Community feedback was collected over a two-year period, through:
 - Patient surveys
 - Focus groups
 - Listening sessions
 - Health and resource fairs
 - Partnerships with community organizations

These insights helped inform *everything*—from the hospital design to specialized programming

Mama Model – Pilot Program

Work with community reiterated how important community-informed support was for our patients:

- Perinatal trained Community Health Workers (pCHWs) support individuals carrying high-risk pregnancies
 - 1/3 of our patients enter pregnancy with hypertension, diabetes or obesity
 - High-risk patients have an appointment burden up to 3 visits a week
- pCHWs provide **trauma-informed, peer-based support, education, and resource navigation**
- The program **supports continuity of care for three months postpartum** to improve maternal and infant outcomes



One-Stop Shop for Women & Family Health

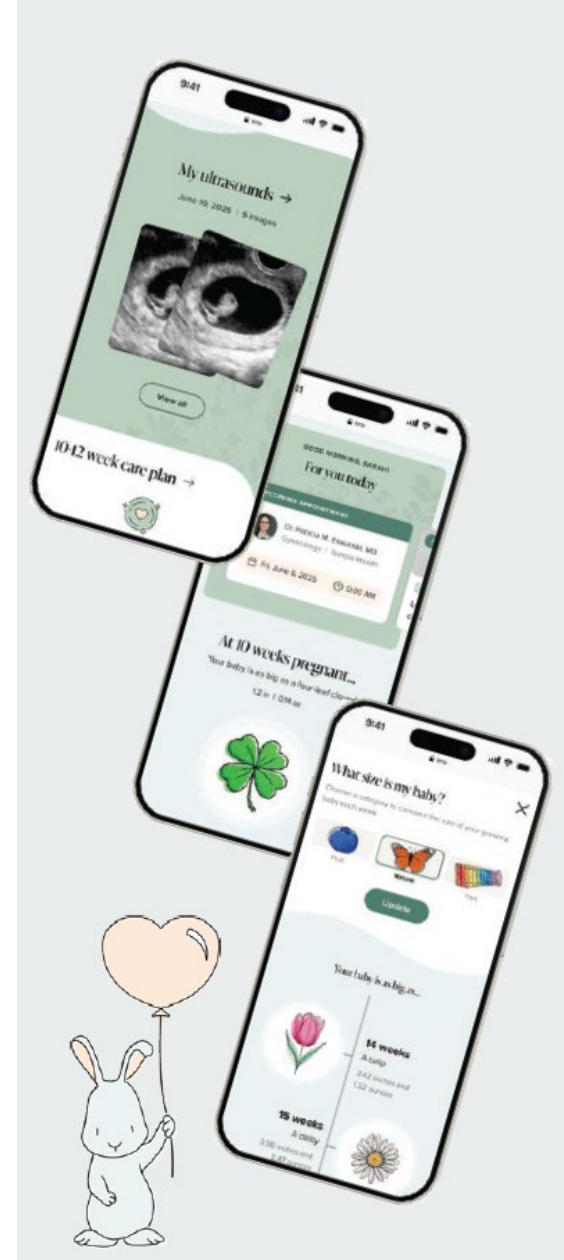
Patients have access to comprehensive women's health services and direct pathways to Temple's full range of specialties

- **Maternity Care**
- **Gynecology & Urogynecology**
- **Neonatal Intensive Care Unit (NICU)**
- **Breast Health**
- **Menopause Management**
- **Behavioral Health**
- **Expanded Medical/Surgical Services**
 - Family Medicine
 - Pediatrics
 - Bariatric Surgery
 - Endocrinology
 - Rheumatology
- **Comprehensive Radiology Services**
- **Direct Referral Unit (DRU)** a referral unit for OB and GYN patients requiring time-sensitive care for minor concerns.

LENA Mobile App

Lena is a mobile app designed to guide and support patients through every stage of pregnancy. With Lena, patients can:

- **Follow a personalized pregnancy plan** with week-by-week guidance linked directly to Temple Health medical records.
- **Get reminders that keep you on schedule** tracking appointments, lab milestones, and key check-ins.
- **Learn from Temple Health experts** through articles and videos in English and Spanish, created by Temple doctors
- **Earn rewards along the way** for mother-baby essentials.



Temple Health

800-TEMPLE-MED | TempleHealth.org

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Discussion

Better Health for Mothers and Babies Toolkit

A toolkit to help design your maternal and infant health strategy



Infographic



Action Plan



**Discussion
Guide**



Issue Brief

All resources available at www.aha.org/BHMB

AHA's Maternal and Child Health Resources

The AHA spotlights strategies and advocates for policies for the improvement of maternal and infant health and child and adolescent health.

LEARN MORE

<https://www.aha.org/mch>



Maternal and Child Health

MATERNAL AND CHILD HEALTH | BETTER HEALTH FOR MOTHERS AND BABIES | CHILD AND ADOLESCENT HEALTH | ADVOCACY/PUBLIC POLICY

The AHA is committed to driving improvement in maternal and child health. Healthy pregnancies and a strong start for all children are a cornerstone to advancing the nation's health.

The AHA spotlights strategies that hospitals and health systems can adopt to improve the physical, mental and social health of patients throughout pregnancy, infancy and beyond. We also advocate for policies that enable health care organizations to provide high-quality maternal and pediatric care for their patients and communities. This work is guided by a [committee](#) composed of 15 individuals representing health care leadership from some of the country's leading women's and children's health provider organizations and systems.

Latest News/Resources

- CDC: U.S. birth rate up 1% in 2024**
🕒 Apr 23, 2025
- ACOG releases new guidance on prenatal care delivery**
🕒 Apr 22, 2025
- Study finds twins develop slower in early pregnancy than previously believed**
🕒 Apr 7, 2025

[View More](#)

Case Studies and Podcasts

- Arkansas Children's Hospital celebrates 30 years of nutrition research and innovation**
- Kent Hospital's Spaulding Rehabilitation teams offer life-changing health care to patients of all ages**

Better Health for Mothers and Babies Initiative

Explore practical strategies and resources for improving pregnancy and infant outcomes throughout the perinatal period.

Child and Adolescent Health

Discover how hospitals are caring for kids to give them a healthy start so that they can thrive throughout their lifetimes.

Advocacy and Policy

Learn about policy and regulatory changes that affect health care organizations' ability to provide and improve maternal and pediatric care.

Core Principles

Share your Feedback!



Thank You!

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