



“PREGNANCY CARE MANAGEMENT:  
LESSONS LEARNED FROM THE FIELD”  
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# PATIENT ENGAGEMENT: INITIAL

- Prenatal care team member
- Initiate patient contact early
- Make a personal connection with the patient
- Explain how the OBCM can help



# PATIENT ENGAGEMENT: ONGOING

- Use conversational style
- Explore sources of patient stress
- Link to community resources
- Celebrate small successes



# PRE-ASSESSMENT

- Initiate “pre-assessment” upon referral
- Gather assessment information from all available sources (i.e. medical record, provider portal, CHA)



# PREGNANCY ASSESSMENT

- Focus on patients concerns first
- Review pregnancy risk conditions noted by Prenatal Care Provider
- Prioritize information gathering
- Be respectful of patient's time



# PREGNANCY ASSESSMENT

- Use Motivational Interviewing techniques
- Know the assessment content, be conversational
- Complete a comprehensive assessment with patient as early as possible
- Document on all findings, including the priority risk factors and other patient needs



# GOAL DEVELOPMENT

- Ask patient what she wants to accomplish
- Develop patient centered SMART goals
- Use Motivational Interviewing techniques
- Celebrate patient successes in meeting goals



# COLLABORATION WITH PREGNANCY MEDICAL HOMES (PMHs)

- Providers promote patient participation
- Electronic Medical Records access
- Know who does what
- Take “ownership”
- Understand the “PMH culture”





# COMMUNICATION WITH PREGNANCY MEDICAL HOMES

- Establish communication strategies
  - Partner with OB Champions and/or OB RN Coordinators to promote communication and collaboration
  - CMIS Messaging, faxes, share monthly patient updates, participate in patient conferences, document chart notes
- Be respectful of PMH staff, not demanding



# WHY DO THIS WORK?

“WE WANT TO MAKE A DIFFERENCE”

“WE LOVE TEACHING”

“WE WANT TO POSITIVELY IMPACT OUR COMMUNITIES”

“WE LOVE MOMS AND BABIES”



# THEME SONGS

- LIVING ON A PRAYER
- 9 TO 5
- I WILL SURVIVE
- THIS GIRL IS ON FIRE



# MOTTOS

- “DO WHAT I CAN TODAY - THERE IS ALWAYS TOMORROW FOR EVERYTHING ELSE”
- “PREGNANCY CARE MANAGERS PLANT SEEDS”
- “CHANGE HAPPENS ONE PERSON AT A TIME”
- “CELEBRATE SMALL VICTORIES”
- “WELL BEHAVED WOMEN RARELY MAKE HISTORY”
- “TREAT CLIENTS HOW YOU WANT TO BE TREATED”

# THE IMPACT OF PREGNANCY CARE MANAGERS

PATIENTS GET TRANSPORTED, **PREGNANT** WOMEN GET PRENATAL CARE, THE LIGHTS STAY ON, ASSERTIVENESS INCREASES, LIFE GETS MANAGEABLE, EMPLOYMENT OPPORTUNITIES HAPPEN, WOMEN GET **EDUCATED**, BABIES GET CRIBS AND CAR SEATS, VALUES ARE EXAMINED, WOMEN HAVE **HEALTHY** BABIES, WOMEN GET WIC, DELIVERIES ARE EASIER, **BABIES** ARE BORN ON TIME, FAMILIES GET PLANNED, ABUSE IS EXPOSED, TOUGH ISSUES GET HANDLED, FAMILIES FUNCTION, SEX BECOMES SAFER, STRESS IS MANAGED, PROBLEMS GET **SOLVED**, HOMES STAY HEATED, FEARS SHRINK, PEOPLE FIND SANITY, WOMEN STOP SMOKING, BATTERED WOMEN FIND SHELTER, SUBSTANCES AREN'T USED, **WOMEN** EAT NUTRITIONALLY, HOUSES BECOME HOMES, CHILD **SUPPORT** GETS PAID, FAMILIES ARE ENRICHED, GOALS ARE ACCOMPLISHED, MARRIAGES ARE RESTORED, BELIEFS ARE RESPECTED, PEOPLE LEARN TO LOVE, WOMEN FEEL RESPECTED, **DREAMS** ARE REALIZED, **GOALS** GET ACHIEVED, LONELINESS IS LIFTED, BASIC **NEEDS** GET MET, CHILDREN ARE FED, WOMEN STAY SOBER, ANXIETY DECREASES, HOMELESS PEOPLE FIND SHELTER, SELF-ESTEEM INCREASES, FRIENDS ARE MADE, INFANTS **THRIVE**, LINES OF COMMUNICATION ARE OPEN, FAMILIES ARE EMPOWERED TO HELP THEMSELVES, BARRIERS ARE HURDLED, TRUST DEVELOPS, EMOTIONS ARE **HEALED**, RELATIONSHIPS WORK, HOPES ARE RESTORED, **BONDS** ARE STRENGTHENED, DIVERSITY IS SAVORED, COMPASSION IS SHARED, DIFFERENCES ARE VALUED, VIOLENCE STOPS, YOU AND ME BECOME WE, CONDOMS GET USED, HEALTH CARE IS ACCESSIBLE, DISABILITIES ARE SURMOUNTED, JOBS GET FILLED, WOMEN AND **FAMILIES** LEAD HEALTHY AND PRODUCTIVE LIVES AND **WE ALL BENEFIT**.

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QUESTIONS?

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THANK YOU!