Safety Action Series

Empowering Patients, Improving Outcomes

Wednesday, May 20, 2015
12:00 p.m. Eastern
Dial In: 888.863.0985
Conference ID: 26375175
Speakers

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Disclosures

- Ileana Balcu has no real or perceived conflicts of interest to disclose.
- Todd Heiden has no real or perceived conflicts of interest to disclose.
- Eleni Tsigas has no real or perceived conflicts of interest to disclose.
Objectives

- Review key strategies for effective communication with patients and families
- Learn from patients and family members who have experienced a severe maternal event
- Provide tips to overcome patient education and engagement challenges
- Explore the materials available to encourage patients and families to take an active role in the delivery of care
Ileana Balcu

Story: [https://obpatientinnj.wordpress.com/](https://obpatientinnj.wordpress.com/)
Contact: yogileana@gmail.com
2003 - Informed Educated Compliant Patient
Management by: Ob. Patient becomes high-risk, MFM gets involved and additional tests and procedures are ordered.
## Checklist for making sure communication is straightforward:

<table>
<thead>
<tr>
<th>Considerations to discuss with the patient and team</th>
<th>What happened in my case</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the patient understand the problems and the risks associated with them?</td>
<td>I had bleeding at 11 and 13 weeks. At 11 weeks we were told this put my pregnancy at a 50% rate of success. At 12 weeks, my Ob high-fived me that making it to 12 weeks puts me at 90% success – this seems unrealistic. After that, nobody gave us any idea of where we are in terms of probability of success. When given no idea of probability one thinks that doctors just practice defensive medicine.</td>
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<tr>
<td>What kind of support does the patient have?</td>
<td>I had support at home, but very few friends that were pregnant and that could advise what to do. I knew nobody that had preeclampsia. I read books and the Internet and thought I knew all there is to know.</td>
</tr>
<tr>
<td>Is the MFM – Ob communication open? Does everyone have access to all the information about the patient in real time?</td>
<td>MFM advised Ob at 20 weeks to watch for signs and symptoms of preeclampsia. MFMs did not do patient education and had no apparent oversight over the day to day management. The MFMs advised the Ob, but the Ob missed the diagnostic.</td>
</tr>
<tr>
<td>Is the lab/testing facility sharing test or procedure results timely? Is the information included in the common knowledge about the patient?</td>
<td>I was sent to do a 24 h protein test, but the lab did not report the very high result until the doctor’s office called them two weeks later.</td>
</tr>
<tr>
<td>Does the patient know what are the signs and symptoms we are all looking for?</td>
<td>I was told there was nothing I could do. I did not know to be watching for headaches, swelling, RUQ pain, discolored urine, high blood pressure, nothing. I drove for 3 hours and I slept alone in a hotel while having undiagnosed severe preeclampsia. I had an MFM U/S appointment during that time as well.</td>
</tr>
<tr>
<td>Can the patient do anything?</td>
<td>Patients can take their blood pressure, learn more about their condition, make realistic contingency plans. We all “pack our hospital bag” when pregnant, but it is realistic to have a few different scenarios for the woman that is watched for preeclampsia. The only plan we knew/had is call your doctor and go to ER if you feel really bad.</td>
</tr>
<tr>
<td>Can we recommend other patients that might have had a similar situation in the past to volunteer to talk to the patient to help with planning, decision support, and emotional support?</td>
<td>Patients know what other patients need to know. I know a lot of patients that had preeclampsia that would do anything to help other patients have an easier ride. When a patient sees you for the 6 weeks post-partum visit ask if they would be willing to share their journey with other patients that might have a similar problem. I bet you would get a high percentage of people willing to help.</td>
</tr>
</tbody>
</table>
2005 High risk pregnancy (Hypertension in Pregnancy), e-Patient – Engaged, Empowered, Equipped, Enabled

Management by: MFM group – main managers, PCP – Ob Internist, Nephrologist, patient served as case manager making sure everyone has the same information.
# Additional Considerations

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<td>Is there an official case manager? Is the case manager’s communication with the patient and all parties open?</td>
<td>The MFM group assigned a nurse as a case manager, but she did not trust my blood pressure measurements and she did not seem to hear my worries and complaints. It is easy to dismiss pregnant women as overly hormonal. Can we learn to reassure while still listening?</td>
</tr>
<tr>
<td>Does the patient wish to include other physicians in her care?</td>
<td>Especially with MFM groups where care is episodic and with preeclampsia that has implications beyond pregnancy, it is reasonable to keep the PCP and other specialists informed and involved. In my experience, some MFMs were offended that I would see an internal medicine doctor or other specialists and ignored their letters and recommendations.</td>
</tr>
<tr>
<td>Does everyone in the team/group have access to all the data about the patient. Is the information easy to browse?</td>
<td>In the MFM group, I saw a different doctor at each visit and they seldom knew what went on. They had no records of L&amp;D visits and tests done in the same hospital, the L&amp;D had no access to my outpatient records. It felt like nobody owned that patient. I had to keep everyone in the loop every single time.</td>
</tr>
<tr>
<td>Do we get adequate feedback from patients to improve safety?</td>
<td>Always ask the patients what you can do to improve care: during pregnancy, and after pregnancy. Not the surveys that come weeks later, immediate, direct, person to person feedback: How could we have made this better for you? How can we make it better for other patients?</td>
</tr>
<tr>
<td>Does patient have the right support?</td>
<td>Again, making sure that the patient has the support she needs is essential. The high risk pregnancies are high anxiety events. Patients needs support from family, friends, other patients that had similar issues, a trusted PCP for continuity of care, mental health support.</td>
</tr>
</tbody>
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Patient Network

Family
Friends
Online community
Online patient community

Participatory Medicine Ob Team

Other Physicians

PCP Specialists

Patient

Patient Data:
- Visit data: vitals, dipstick tests, etc.
- Notes: all physician, nurse, MA and patient notes
- Labs/test results, procedures documentation
- List of Problems
- Concerns

Ob

MFM
Suggestions for Next Steps

1. Learn about participatory medicine and e-patients
   - Website [http://participatorymedicine.org/provider](http://participatorymedicine.org/provider)
   - Short Book *Let Patients Help!* - E-Patient Dave,
   - Whitepaper [E-Patients Whitepaper](#) or a shorter version compiled by E-Patient Dave

2. Advocate for better access and usability of electronic medical records for all care members and patients. Share the [OpenNotes](http://www.opennotes.org/) study of the Robert Wood Johnson Foundation where patients given access to their physician’s notes were more involved in their own care.

3. Consider using the [Patient Toolkit](http://www.patientsvoice.org/toolkit) from the Society to Improve Diagnosis in Medicine to help patients keep track of their signs and symptoms between visits

4. Create Patient Advisory Boards/Councils

5. Investigate Social Media options to connect to patients (mostly listen) – [http://www.preeclampsia.org/](http://www.preeclampsia.org/)


7. Build a list of patients wanting to support other patients

8. Survey patients on what could be to improve safety and care
“...the **cure** for preeclampsia is delivery.”
Sofie

Joan and Max
Adding the Patient to the Care Team: A Little Education Goes a Long Way

Eleni Zuras Tsigas

“Embracing Hope” ~ Ellen Pavlakos
The thrill of the first look.
The horror of goodbye.
March 3, 1998 – 3 weeks earlier
Maternal Recognition Improves Outcomes

“The best way to diagnose preeclampsia is to listen to your patients.”
~ Dr. Baha Sibai
Preeclampsia Awareness
2014 Survey Results Show:

High overall awareness of preeclampsia among expectant and new mothers*

83% had heard of preeclampsia

Yet despite high overall awareness, there is less knowledge of the symptoms

More than half of respondents did not associate many known symptoms with preeclampsia

Most are also aware that this serious condition related to high blood pressure requires immediate medical evaluation

99% knew preeclampsia is serious, even life-threatening, for mother and baby

88% knew high blood pressure is a sign of preeclampsia

96% would call their doctor or midwife if they experienced symptoms

Other important aspects of preeclampsia are also less known

44% didn’t know that preeclampsia can occur up to six weeks after delivery

46% didn’t know that women with preeclampsia are at greater risk for future health problems

*Survey conducted among visitors to the BabyCenter website from January 17 to January 20, 2014. Total of 1,591 respondents completed the survey; qualified respondents defined as female U.S. residents, 18 years or older, who are pregnant or have at least one child three years of age or younger.

Survey by BabyCenter®
Design by rEVO Biologics Inc.
Key Strategies for Effective Patient Communication

• In both oral and written communication, use plain, non-medical language
• Organization information into a few components (“chunk & check”)
• Use “teach back” to confirm understanding with open-ended Q’s
• Do not assume your patient’s literacy level or understanding by appearance
• Use proven tools that support consistent message
Other patient education materials include:

- Brochures
- Magnets
- Videos

Clinicians can order at: preeclampsia.org/store
Buying time...

Now, a doctor-in-training!

IUGR baby
Postpartum depression after mild and severe preeclampsia.

Symptoms of post-traumatic stress after preeclampsia.

Posttraumatic stress disorder following preeclampsia and HELLP syndrome.

Posttraumatic stress disorder after pre-eclampsia: an exploratory study.

A systematic review of the relationship between severe maternal morbidity and post-traumatic stress disorder.

The relationship between acute stress disorder and posttraumatic stress disorder in the neonatal intensive care unit.

Poor health-related quality of life after severe preeclampsia.

Increased psychological trauma and decreased desire to have children after a complicated pregnancy.

Posttraumatic stress disorder following preeclampsia and PPROM: a prospective study with 15 months follow-up.

Fathers with PTSD and depression in pregnancies complicated by preterm preeclampsia or PPROM.

Acute posttraumatic stress symptoms among urban mothers with newborns in the neonatal intensive care unit: a preliminary study.

Anxiety and depression following preeclampsia or hemolysis, elevated liver enzymes, and low platelets syndrome. A systematic review.
Postpartum depression after mild and severe preeclampsia.

Symptoms of post-traumatic stress after preeclampsia.

Posttraumatic stress disorder following preeclampsia.

A systematic review of the relationship between severe disorder.

The relationship between acute stress disorder and neonatal intensive care unit.

Poor health

Increased psychological trauma and decreased desire to have offspring.

Posttraumatic stress disorder following preeclampsia at months follow-up.

Fathers with PTSD and depression in pregnancy.

Acute posttraumatic stress symptoms among urban mothers and neonatal intensive care unit: a preliminary study.

Anxiety and depression following pre eclampsia. A systematic review.
Birth Trauma? Get Help!

Failure  Guilt  Anxiety

Anger  Depression

- Breslau Short Screening Scale (7 Qs) for PTSD
- Psychological assessment & treatment
- Chaplain or spiritual leader
- Local or online support groups (the more topic-specific, the better)
- Grief counselor
Signs and Symptoms

- Headache
- High blood pressure
- Changes in vision
- Swelling

www.preeclampsia.org
A trusted resource for your patients

www.preeclampsiaregistry.org
A trusted resource for researchers
Q&A Session
Press *1 to ask a question

You will enter the question queue
Your line will be unmuted by the operator for your turn

A recording of this presentation will be made available on our website:
www.safehealthcareforeverywoman.org