

OBI Patient Voices

OBI Patient Voices Office Hours | May 14, 2025

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Patient Voices 2025 Updates

In patient and post discharge survey

- **Inpatient: Birth Experience**
 - MADM (7 question validated survey)
 - 1-3 tailored questions about experience
 - Demographics
- **Post Discharge: COMFORT Assessment**
 - Comfort Assessment/Pain Management post Discharge
 - Demographics

Timing of Survey

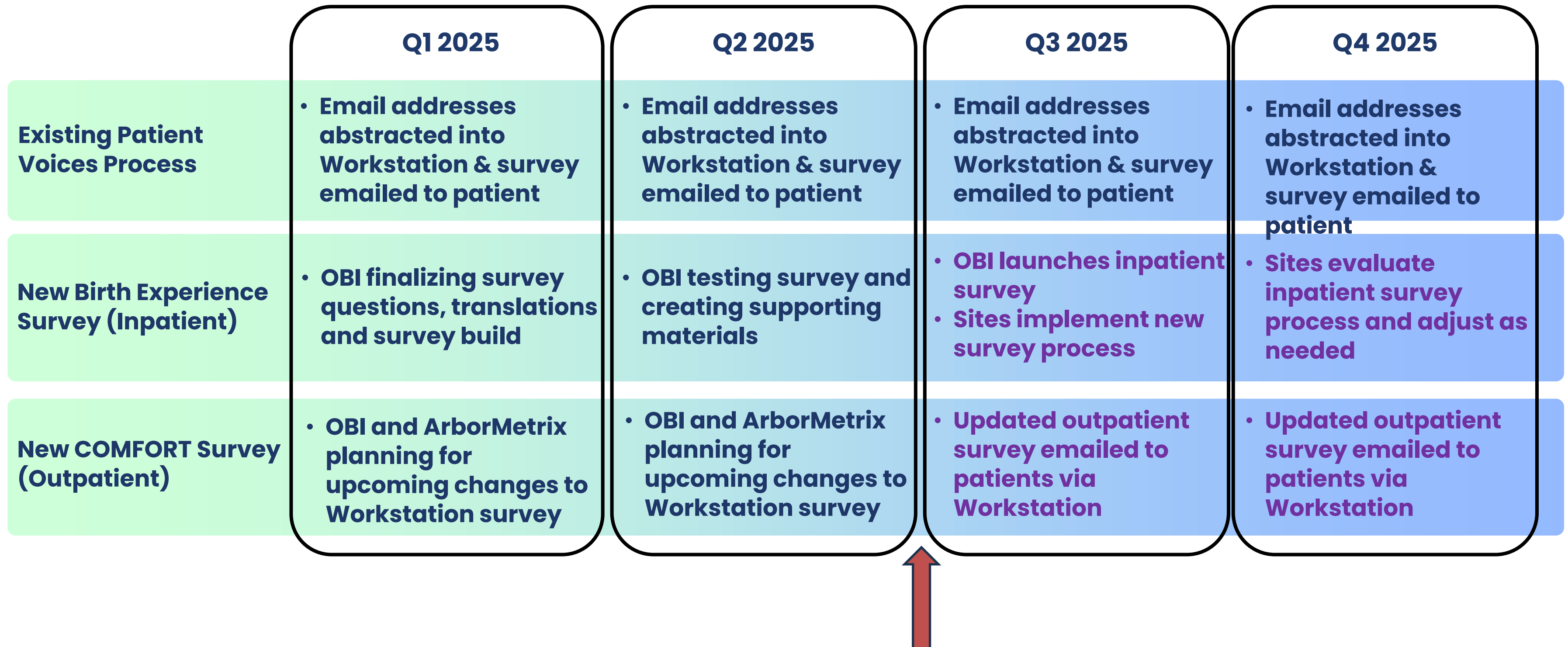
- Transition to inpatient survey invitation for Birth Experience
 - On unit engagement
 - Promotion of the survey via signage or flyers
 - Opportunity to include all patients not just NTSV sample
- Continue to use email process for COMFORT survey
 - Allows for integration of clinical registry data with survey
 - Supports future options for evaluation of QI initiatives

Improvements to Survey Accessibility

- In patient survey can be taken on phone, ipad
- Will include more language options:
 - Initially Spanish, Arabic, and English
- Continue to incentive email survey but not in patient survey

Patient Voices

Timeline of changes in 2025



Workflow Options

- Increase in CDA funding support for this new project workload
- Use of a QR code
 - Anyone can provide the QR code
 - Handouts
 - Badge Buddies
 - Signage
 - Requires patient to use personal cell phone
- Some hospitals may have resources to use Ipad
- Paper survey least optimal and is not planned to be available

Resources

- [Patient Voices Toolkit](#) publicly viewable
 - (Our Initiatives > Promotion of Birth Equity)
- Scripts for use with patients to promote survey process
- Flyers and Handouts
- Slide presentation to use with staff to promote knowledge of the process
- Can support training videos, resources as desired
- Site specific reports from the current survey process to support engagement in the outcomes from this process



OBI Patient Voices Updates

2025 OBI Patient Voices Resources

Initiative Background

- [Project Description](#): An overview of the project and resources to support the implementation of OBI Patient Voices at your hospital.
- [FAQ](#): A resource to help you answer commonly asked questions from staff. 2/29: Review to see if they can be added to project description
- [December 2024 Office Hours Presentation](#): Slides discussing the 2025 P4P Scorecard changes related to the Patient Voices initiative.

QI Planning & Implementation Tools

- [OBI Patient Voices Project Launch](#): Project launch with background, pilot overview, and survey components. Presented at the 2023 OBI Spring Semiannual Meeting.
- [Steps for Implementation Success](#): A resource to help QI champions implement OBI Patient Voices at your hospital.
- [Sample Patient Surveys](#): A draft of the questions patients will see in the online surveys.
- [Sample Patient Email](#): A draft of the email patients will receive inviting them to participate in OBI Patient Voices post-discharge survey.
- [Patient Voices 2025 Update Summary](#): An update on the Patient Voices initiative shared at the 2025 OBI Spring Semiannual Meeting.

Clinician Engagement

- [Staff Orientation Video](#): A brief video to help orient frontlines unit staff to the OBI Patient Voices initiative.
- [Script For Engaging Patients](#): Talking points to help providers personally invite patients to participate in Patient Voices.

Patient Engagement

- Patient Fliers: Hospital-specific QR codes will be added by OBI and shared on the [Performance Reports](#) section of the OBI website.
 - [8.5x11 Flier](#): Use on your unit to increase patient awareness about OBI Patient Voices.
 - [Survey QR Code](#) (Business Card Size): A smaller version of the flyer that you can tuck into your badge holder or pass out to your patients.

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P4P Specifics

- The period of measurement is the fourth quarter
 - October through December
- The population of interest is all birthing people at your site
 - Maximum number of surveys per month is capped at 100
- The required response rate is 4% during the measurement period
- The goal of having a response rate is to verify the process is working and to confirm it over time.
- Full survey completion is not required but we can report on how the questions are being answered and anticipate the MADM is done.

Email Abstraction Continues

- Email abstraction is continuing for all NTSV patients whose charts are being abstracted into the registry.
- Examples of appropriate situations for exclusion:
 - The patient declines to participate.
 - “Do not contact” designation in the medical record
 - Clinical indications:
 - IUFD, pt in ICU,
 - Language Barrier: unable to read English

Email Questions

- Effective methods for high response?
- Where is the toolkit?
- What are the goals for 2026?
- Are we able to customize survey by adding more questions to it?
- Is response rate denom. out of 100/month or total birth volume?
- What type of gift card is given?, Is there a second gift card given for the email portion of the survey?

**DON'T
WORRY.
EVERY
THING IS
GOING
TO BE
AMAZING.** -UNKNOWN

**We are here
to help....
Questions**

Thank You!

Questions?

OBI Contact Form

(General Program Support > Patient Voices)

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