



OBI Patient Voices: Steps for Implementation Success

We encourage every OBI member hospital to develop an OBI Patient Voices implementation plan specific to their own staff, culture, layout, and patient needs.

Use this guide as a resource to help your team implement OBI Patient Voices at your hospital, hold your team accountable, and track implementation progress. Tailor this schedule to your site's needs and don't forget to celebrate milestones achieved!

PLAN	ACTION ITEMS	TIPS N' TRICKS
	Identify local lead for OBI Patient Voices.	<p>Based on your site's culture, consider if you would benefit from a physician, advanced practice nurse, registered nurse, or other staff member as an additional leadership member in the implementation process.</p> <ul style="list-style-type: none"> • Ensure the individual is prepared by reviewing all OBI Patient Voices Resources
	Develop your workflow.	<p>Confirm workflow for engaging your patients - determine WHO will invite patient participation and WHEN. Examples include:</p> <ul style="list-style-type: none"> • Staff member at admission and orientation to the birthing unit • Midwife during postpartum rounding • A bedside nurse at the time of discharge • Consider other creative ways to share information about OBI Patient Voices with patients during prenatal and/or postpartum office visits, if desired. <p>Select, print, and display patient engagement resources.</p> <ul style="list-style-type: none"> • Consider hanging flyers in patient rooms and/or including them in welcome/discharge folders. • Prepare to replenish as needed. <p>Confirm CDA workflow to secure email contact information abstraction into the registry.</p>
	Socialize the initiative with your staff.	<p>Familiarize all staff (providers, nursing, desk clerk, etc.) with the OBI Patient Voices project, including the purpose, logistics, and their role in engaging patients.</p> <ul style="list-style-type: none"> • Discuss OBI Patient Voices at team meetings (i.e., we do not recommend email as the primary mode of communication). • Share the OBI Patient Voices Implementation Guide and resources. <p>Encourage staff to personally invite patients to participate.</p> <ul style="list-style-type: none"> • Share staff script for engaging patients and practice using it. <p>Aim for every staff member to feel personal ownership of the project's success.</p> <ul style="list-style-type: none"> • Acknowledge the increased workload, but emphasize the value of the patient perspective in quality improvement efforts and potential for impact on future care delivery.

	ACTION ITEMS	TIPS N' TRICKS
DO	Launch OBI Patient Voices.	Host OBI Patient Voices Kick-Off Event: <ul style="list-style-type: none"> • Hold launch event to build excitement around OBI Patient Voices! • Together, practice the process for engaging patients during their inpatient stay. • Ensure everyone is clear on the workflow and remind staff to discuss OBI Patient Voices with their patients and invite them to participate.

	ACTION ITEMS	TIPS N' TRICKS
STUDY/ ADJUST	Monitor implementation & optimize.	Use your data to guide process optimization. <ul style="list-style-type: none"> • Monitor email collection and inpatient survey response counts and adjust as needed. Elicit insights from staff and patients. <ul style="list-style-type: none"> • Elicit overall staff feedback. Identify process concerns and engage in creative problem-solving. • Consider talking with patients on postpartum rounds to assess patient awareness of the survey.
	Share feedback regularly.	Share progress and discuss ways to optimize. <ul style="list-style-type: none"> • Share results at weekly staff meetings, signouts, and bulletin boards. • Share the number of surveys completed at other sites compared to yours. • Celebrate the number of surveys completed each week and staff with excellent rates of inviting patients to participate in OBI Patient Voices. • Share results of surveys when available.
	Promote ongoing staff engagement.	Keep this initiative top of mind/high priority. <ul style="list-style-type: none"> • Post reminders or fun facts about the value of having patient feedback about their care as a way to encourage sustainability of the new workflow approaches.