

# OBI Patient Voices Updates

## Enhancements to the OBI Patient Voices Survey

Thank you for your ongoing engagement with the Patient Voices project! As reflected in the 2025 Scorecard, the OBI Patient Voices survey will now include both **inpatient birth experience** and **post-discharge** pain management (COMFORT) components. Patient email addresses will continue to be abstracted into the record for the post-discharge survey.

The goal of this enhancement is to reach more patients, increase response rates, and better incorporate patient experiences into our quality improvement work.

## Progress to Date

- Updated inpatient survey built in Qualtrics and shortened post-discharge survey updated in Arbor Metrix for launch in **July**.
- Birth Experience survey translated into Spanish, Arabic, and English languages.
- Birth Experience survey accessible through QR code.
- Updating existing implementation resources on the website to support the new process.

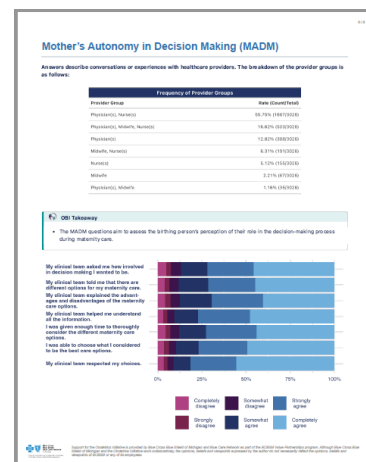
## Inpatient Survey Process

The inpatient Birth Experience survey continues to use the Mother's Autonomy in Decision Making (MADM) validated survey. Each OBI hospital will have a unique QR code to the survey. The QR code can be placed on posters, badge buddies, discharge handouts or other spaces that may work best at individual hospitals. A link to the survey will be provided for use on tablets as well. Having multiple modalities will support individualized approaches to create a workflow that works at your hospital.

## New Patient Voices Collaborative-Wide Report

We're excited to announce the new **Patient Voices Site Report**, available on the OBI Performance Reports webpage (under "Other").

We hope this site-specific information will help you to implement new approaches to increase response rates and gain future insights with patient-reported experience measures.



## 2025 OBI Patient Voices Timeline

	Quarter 2	Quarter 3	Quarter 4
Birth Experience Survey ( <b>Inpatient</b> )	<p>OBI testing survey &amp; creating supporting materials</p> <p>Pilot testing with select CDA volunteers</p>	<p>Qualtrics inpatient survey launches</p> <p>Sites implement new survey process</p>	<p>Measurement period begins</p> <p>Sites evaluate &amp; refine survey process</p>
COMFORT Survey ( <b>Post-Discharge</b> )	<p>OBI &amp; ArborMetrix plan changes to post-discharge survey</p>	<p>Updated post-discharge survey emailed to patients via Workstation</p>	<p>Updated post-discharge emailed to patients via Workstation</p>

### Learn More

Visit our website for additional resources and information, including:



- OBI Patient Voices Toolkit
- Performance Reports
- Event Calendar
- Contact Information