

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 an inpatient birth experience survey component. Patient email addresses will continue to be abstracted into the record for the option of a post-discharge survey in 2026.

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

- The Birth Experience inpatient survey has officially launched, with each hospital receiving a unique QR code accessible via the [OBI performance reports webpage](#).
 - Promotional materials featuring the hospital-specific QR codes—including an 8.5×11-inch flyer and a business card-sized flyer—are now available.
- The Birth Experience survey has been translated into English, Spanish, and Arabic to increase accessibility for diverse patient populations.
 - Templates for promotional materials will be made available in all three languages so sites can create their own translated materials featuring their unique QR codes.
- All implementation resources on the website have been updated to align with and support the new survey process.

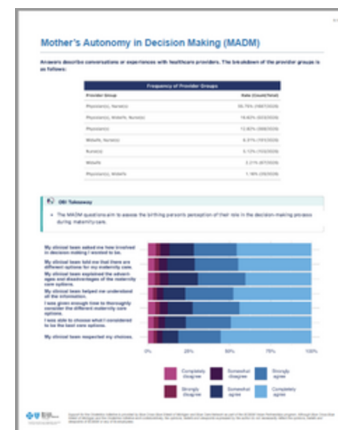
Inpatient Survey Process

The inpatient Birth Experience survey continues to use the Mother’s Autonomy in Decision Making (MADM) validated survey. Each OBI hospital has a unique QR code for the inpatient survey. This QR code has been placed on an 8.5×11-inch flyer and a business card-sized flyer and has been 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 (Inpatient)	<p>OBI testing survey & 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 & refine survey process</p>
COMFORT Survey (Post-Discharge)	<p>OBI & ArborMetrix plan changes to post-discharge survey</p>	<p>Updated post-discharge survey emailed to patients via Workstation</p>	<p>Outpatient survey opportunities shared with patients who opt-in via inpatient survey</p>

Learn More

Visit our website for additional resources and information, including:



- OBI Patient Voices Toolkit
 - [Sample Survey](#)
- Performance Reports
- Event Calendar
- Contact Information