

Coaching Session 2

Barriers, Facilitators and Building A Culture of Respect



AC³HIEVE

Advancing **C**ommunity and **C**linical Care for **C**hildbirth-related Hypertension: **I**mplementation, **E**ngagement, and **V**aluing **E**quity

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Objective

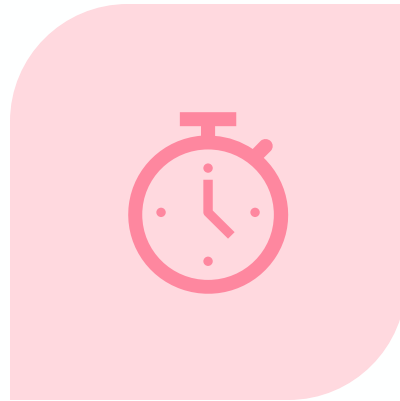
- By the end of this session the Implementation Team will have
 - *Evaluate fit and capacity of the ACHIEVE bundle for your clinic*
 - *A shared understanding of any existing barriers or facilitators to implementation*
 - *A clear definition of respectful care and identify areas where gaps may exist around respectful care.*



Roles for today's session



FACILITATOR- ACHIEVE
NURSE COORDINATOR



TIMEKEEPER-



RECORDER-

Today's Agenda

- During our time together today we will:
 - *Recap last coaching session- 10 min*
 - *Ground our work in the data- 5 min*
 - *Respectful Care Discussion- 25 min*
 - How you define respectful care
 - How ACHIEVE conceptualizes respectful care
 - *Assess current clinic operations around respectful care- 15 min*
 - *Revisit Objectives- 2 min*



Group Norms - Placeholder

Focus on
Learning

Be Positive

Be Present

Equality

Be curious;
questions
welcome

Judgement
free; assume
good intent

Have Fun

Step up; step
back

Recap from last session (10 min)



Discussed the role of the coach and the implementation team



Met the implementation team – review team member matrix

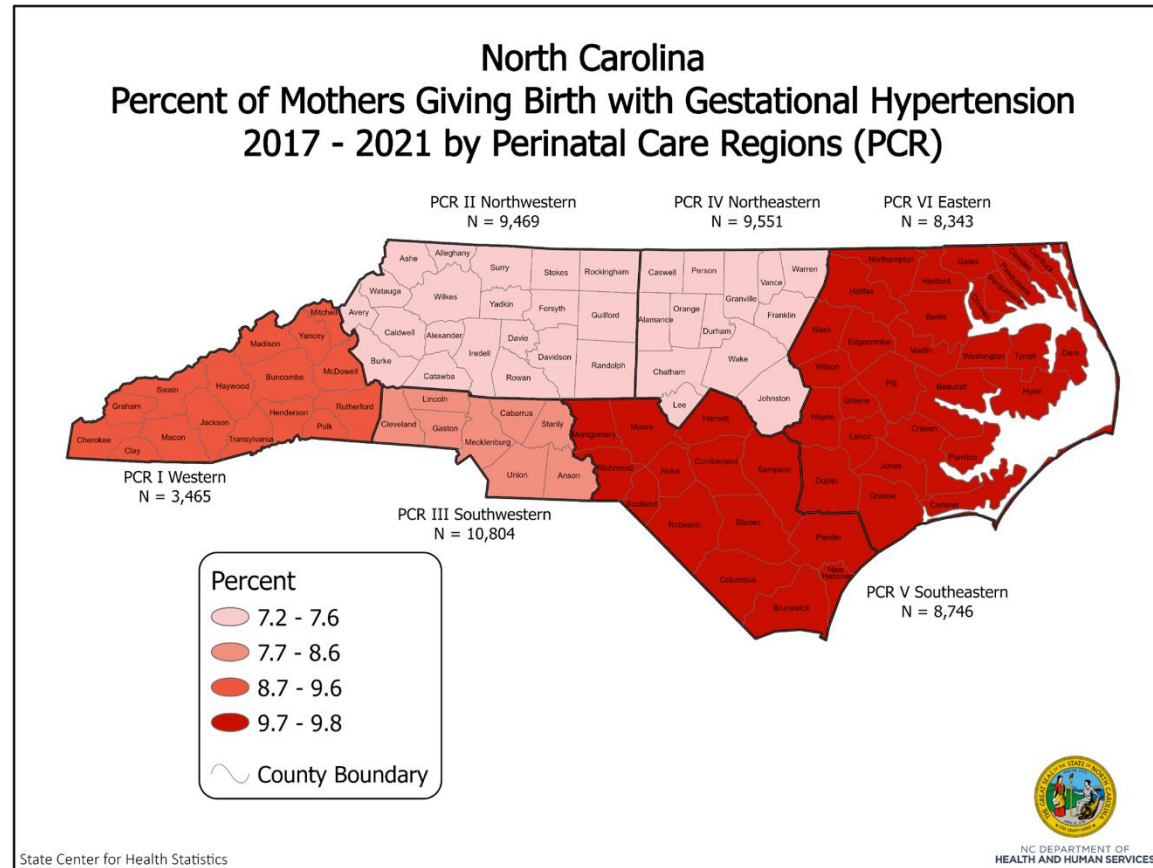


Developed a communication plan that promotes success



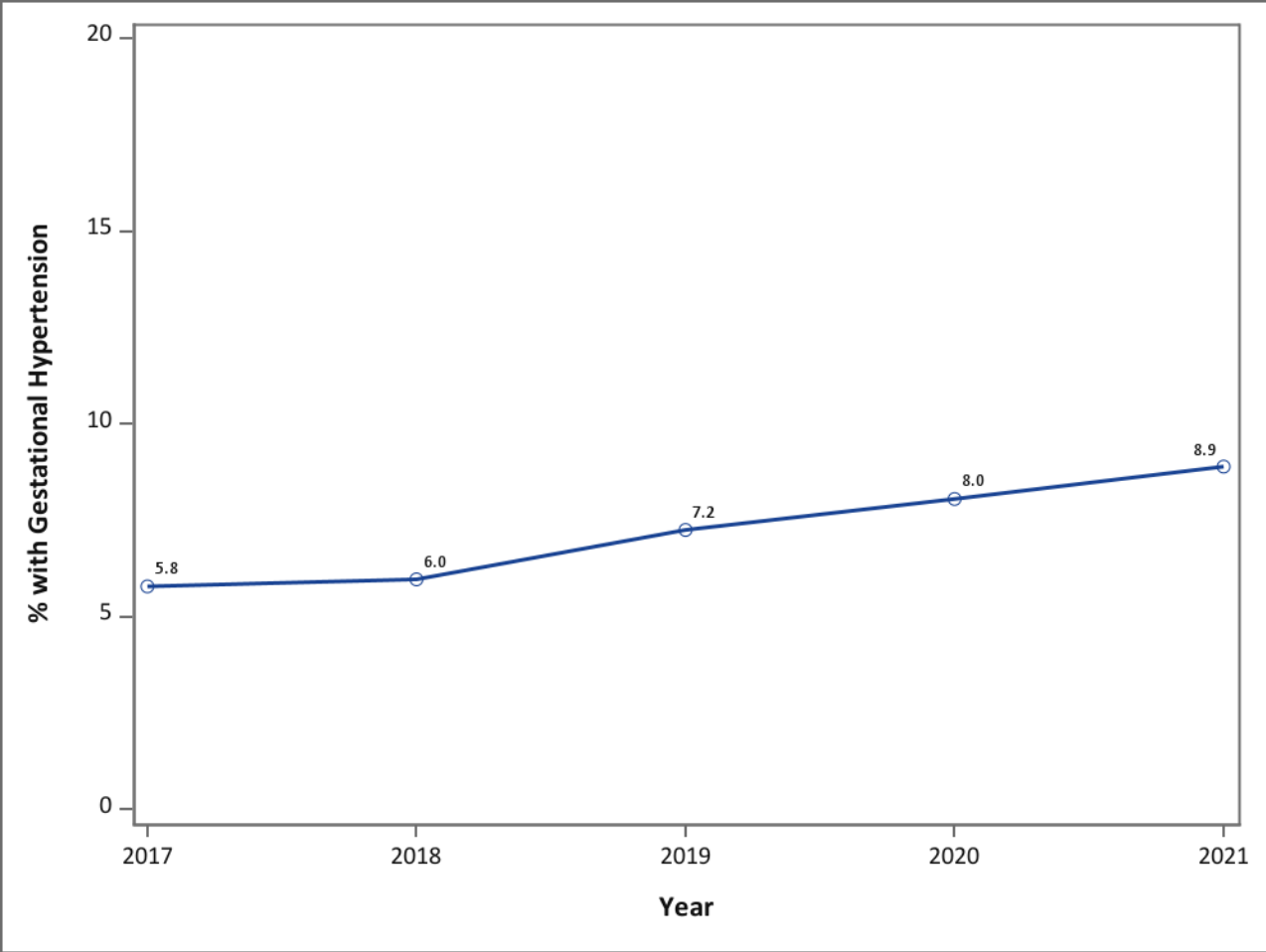
Identified current policies and procedures

Why it matters (5 min)



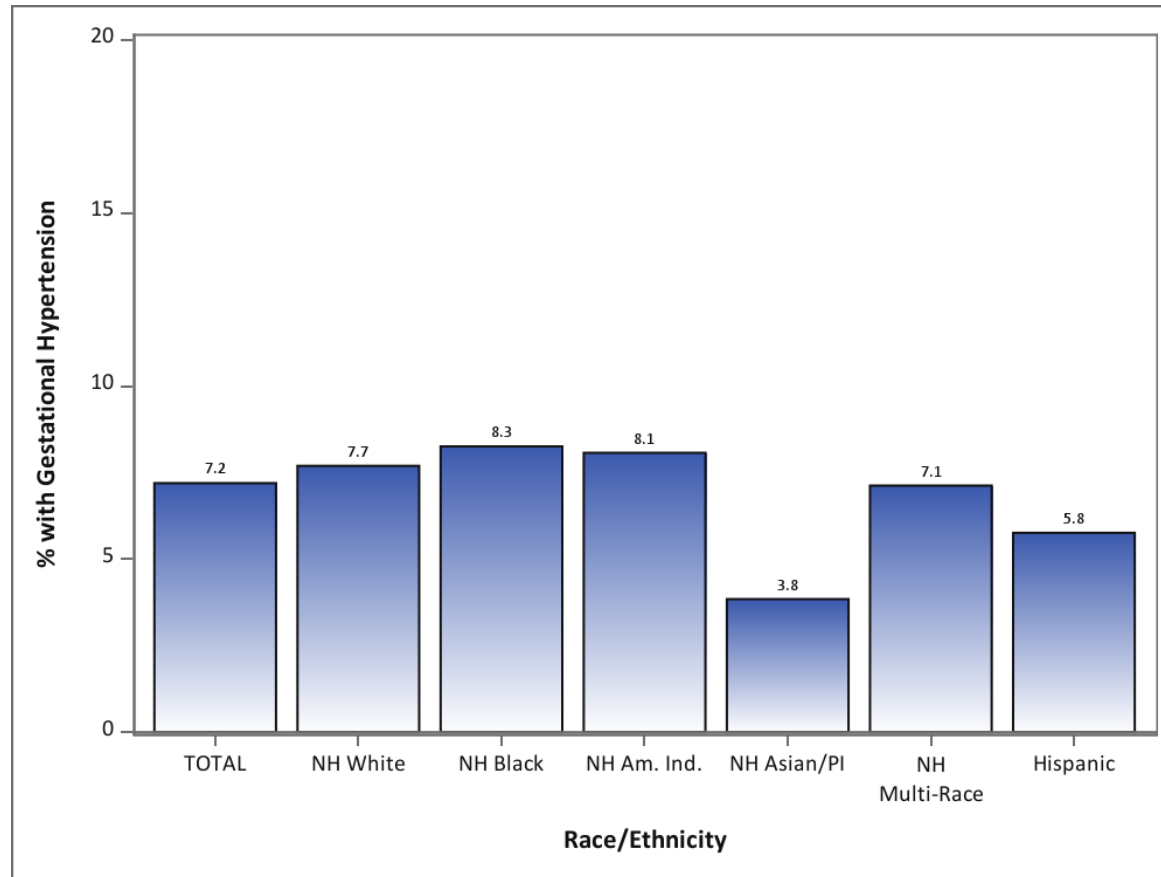
CY2017-2021 Resident Births: Percent having Gestational Hypertension by Year

Region=4. Northeastern



CY2017-2021 Resident Births: Percent having Gestational Hypertension by Race/Ethnicity & Perinatal Care Region

Region=4. Northeastern



Evaluating Fit and Capacity

20 mins in this section



Time to Complete Implementation Climate Scale Survey

From: Torpunuri, Rohit Simha <Rohit_Torpunuri@med.unc.edu>

Sent: Monday, June 10, 2024 4:57 PM

To: Smith-Janey, Shelby <Shelby_Smith-Janey@med.unc.edu>

Subject: Implementation Climate Scale TEST

Hello,

Thank you for choosing to participate in the ACHIEVE project as a member of your clinic's implementation team. We request your feedback on the current readiness for implementation of the ACHIEVE Outpatient Hypertension Bundle. Just as a reminder, the bundle includes guidance on how to recognize and respond to severe hypertension in pregnant women. Elements of the bundle address blood pressure monitoring, patient education, and how to respond when a pregnant person has blood pressure over 160/110. The following measures are to be completed by the clinic champion and members of the implementation team (i.e., Physician, PA, Nurse, Medical Assistants) and will give valuable input on how we can be most successful at implementation and/or some of the barriers that may exist. This survey will take approximately 10 minutes to complete.

Thank you for your time!

Please take this survey.

You may open the survey in your web browser by clicking the link below:

[Sample Survey Title](#)

If the link above does not work, try copying the link below into your web browser:

https://rc1.redcap.unc.edu/surveys/?s=SAMPLE_LINK

This link is unique to you and should not be forwarded to others.



Barriers and Facilitators



- What other initiatives or practices are currently being implemented?
 - *Do these make ACHIEVE easier or more difficult?*
- Do you feel like staff are invested/interested in new educational opportunities to better their practice?

Supporting Implementation and Planning

- What existing partnerships with Community Based Organizations do you have?
- How would those partnerships help support this work?

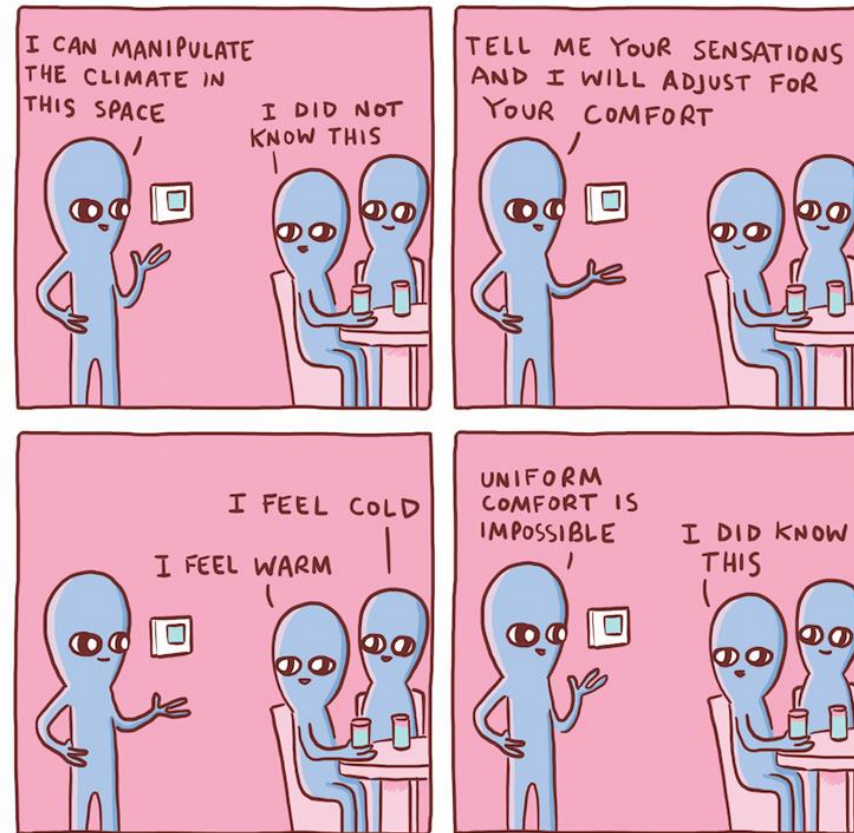


Respectful Care Discussion

25 mins in this section



How would you define or describe respectful care?



The World Health Organization Definition

"Care provided in a manner that maintains patients' dignity, privacy, and confidentiality, ensures freedom from harm and mistreatment, and empowers patients to engage in their care."



Voiceover placeholder

- Voiceover video of respectful care graphic

WAKING UP

INTERNALIZED

INTERPERSONAL

REACHING OUT

GETTING READY

IMPLEMENTING WITH PROVIDER COMMUNITY

CORE

MAINTAINING

COALESCING WITH LOCAL COMMUNITY

CREATING CHANGE

National Birth Equity Framework Mapping Exercise

Green CL, et al. Int J Environ Res Public Health. 2021.



INTERNALIZED

INTERPERSONAL

WAKING UP

- PAG
- **Unbiased measurement**
- Uncover community experiences

GETTING READY

- **Training & facilitation**
- **Adapt measurement tools**
- Respectful care

REACHING OUT

- **Coalition**
- **Integration**
- **Standardized patient**

IMPLEMENTING WITH PROVIDER COMMUNITY

- **Training and Facilitation**
- **Community Feedback**
- **Partnerships**

HEALTH EQUITY

MAINTAINING

- **Facilitation**
- Lasting community partnerships
- **Amplify successes**

CREATING CHANGE

- **Patient ed materials**
- **Adapting algorithms**
- **Publication & coauthoring**

COALESCING WITH LOCAL COMMUNITY

- **Community-clinical linkages**
- **Accountability**

Color Key:
Measurement & Analysis
Clinical Integration
Community Engagement



Respectful Care at your Clinic (15 min)

- Are there current policies/expectations in place around delivering respectful care?
- Are there educational opportunities offered to staff related to respectful care? Please describe.
- Do staff (nurses, front desk staff, providers, etc.) feel confident in how to practice respectful care and/or address concerns with teammates about respectful care?
- How do you address obstacles to respectful care? How do you ensure patients are able to express concerns around respectful care?



Plan for Next Steps

Between now and our next session-

- Review current policies -
 - Are there places where respectful care can be highlighted or added in?

ACHIEVE IMPLEMENTATION YEAR AT A GLANCE



APRIL 2024	MAY 2024	JUNE 2024	JULY 2024
 Implementation Team Coaching Session Blood Pressure Observations	 Implementation Team Coaching Session Simulations	 Implementation Team Coaching Session Blood Pressure Measurement Training (for MSPs)	 Implementation Team Coaching Session
AUGUST 2024	SEPTEMBER 2024	OCTOBER 2024	NOVEMBER 2024
 Implementation Team Coaching Session Severe Hypertension Recognition & Response Training (all clinical staff)	 Implementation Team Coaching Session	 Implementation Team Coaching Session Blood Pressure Observations	 Implementation Team Coaching Session Simulations
DECEMBER 2024	JANUARY 2025	FEBRUARY 2025	MARCH 2025
 Implementation Team Coaching Session	 Implementation Team Coaching Session	 Implementation Team Coaching Session	 Implementation Team Coaching Session
SUSTAINMENT			
APRIL 2025	MAY 2025	OCTOBER 2025	APRIL 2026
 Blood Pressure Observations	 Simulations	 Blood Pressure Observations	 Blood Pressure Observations

Blood Pressure Observations require all medical support personnel (MSPs) or all clinic staff members who assess blood pressure on pregnant or postpartum patients.

Simulations require attendance from all members of the clinical team, including providers, nurses, medical assistants and pharmacists.

Implementation Team Coaching Sessions should include the smaller implementation team formed to focus on implementing the ACHIEVE project (MD, RN and MA/MSP at minimum).

Revisiting our Objective (2 min)

- By the end of this session the Implementation Team will have
 - *A clear definition of respectful care and identify areas where gaps may exist around respectful care.*
- Did we hit our objective?
- What went well today?
- What would help improve the next meeting?

THANK YOU!

Contact:

Name

Email

Phone Number

LINK to website

