**BACKGROUND**

- Approximately 20% of patients delivering newborns at Chester County Hospital identify as Hispanic.
- In FY21 complication rates in Hispanic mothers increased by 0.6% (to 4.9%), while a decrease of 2.0% (to 3.2%) was noted in the rest of the population.

**AIM(S)**

- Improve postpartum outcomes and decrease health care disparities in Hispanic patients.
- Minimize the impact of social risks on health.

**DISCOVERY**

- A multidisciplinary team was formed to evaluate health equity across the service line.
  - Development of a fishbone diagram.
  - Brainstorming meetings.
- The team collaborated with the Patient & Family Advisory Council to obtain the “voice of the patient”.
  - Hospital based interviews prior to discharge.
  - Post-discharge telephone survey.
  - Community based interviews.
- Considerations:
  - Interviews and surveys were led by pairs of PFAC Advisors and Hispanic female volunteers.
  - The interviewer that met with the patient during hospitalization conducted the post-discharge phone survey.
  - Patient comfort was maximized and potential barriers to participation minimized through utilization of preferred environments for community interviews.

**INTERVIEW/SURVEY FINDINGS**

- Our Hispanic patients feel well cared for and respected.
- Chester County Health Department suspended home visits (switched to phone calls) during COVID; visits previously occurred within 48 hours after discharge by a nurse/interpreter team.
- Patients do not retain and do not fully understand their discharge information and therefore are not on the lookout for postpartum hemorrhage and postpartum infection.
- Within one hour of being taught (nurse + video) 14% of patients could not remember any warning signs. Within one week of discharge 38% of patients could not remember any warning signs.
- In an emergency, transportation (15%), cost concerns (10%), and language (8%) were reported as reasons for not seeking medical care.
- Only 11% of studied patients answered that they “Always” were able to use an in-person interpreter to communicate.
- 51% of patients surveyed do not have a doctor when they are not pregnant.

**RESULTS**

- An overall downward trend has been attained with a current Hispanic complication rate of 2.0% (FY23), and a low of 0.9% in FY22.
- For those who had delivered more than one infant at Chester County Hospital, 27% reported an improved level of care. Themes of increased attentiveness, patience, and communication related to education were gained from patient interviews.

**NEXT STEPS**

- Routinely stratify complications & readmissions (maternal & pediatric) by race & ethnicity.
- Expand community based patient feedback opportunities.
- Partner with community organizations to improve access and awareness of medical resources and services.