

### Case History #1:

**Jamaica & Astoria MIC Women's Health Centers (a prenatal clinic staffed by Ob-Gyn's and Midwives)**



### A Patient's Experience of the Baby Basics Program at MIC

1. Every mom receives a copy of the Baby Basics book and planner at her first appointment from the clerical staff. She is encouraged to attend drop-in Baby Basics Mom's Clubs in the education room (which was painted to look like a Baby Basics book) while she waits for her appointment.
2. At the Mom's Club, Health Educators who have been trained to run health literacy groups use the Baby Basics Mom's Club Curriculum to teach prenatal topics infused with health literacy skills: Asking questions, health vocabulary, navigating systems.
3. When it's time for a mom's appointment, the nurse finds her in the mom's club and brings her to the exam room. The doctor or midwife not only points to pictures in Baby Basics when talking to mom, they also write down



key words in her Baby Basics Planner and note the page number so mom can look it up again and review it when she gets home (or with her home visitor, prenatal educator or family member. Together they review the questions in the planner and the questions mom has developed during the mom's club



### Staff training and experience of the Baby Basics Program:

1. The entire staff was trained: providers, nurses, clerks, and the health educator.
2. The program aims to provide dignity, care, and respect for patients and staff. The front desk takes ownership; greets patients; hands out books and planners and talks with moms about how to use materials. There was little resistance from 1199 (union) staff.
3. The providers are eager for even more training



### Technical Assistance:

1. WTEF and staff created a plan for implementation and continue to enhance program. Adapted implementation of Mom's Club. Classes are now held at set times. Moms are guaranteed they will see their doctor afterwards. Classes in the waiting rooms didn't work because moms' were focused on not missing their appointments.
2. *Baby Basics* is a work in progress involving everyone.



## Evaluation Results thus far at Jamaica MIC

1. Overall patient satisfaction increased over time at the intervention site, compared to all other centers.
2. The mean number of prenatal visits increased post intervention. This difference was statistically significant over time and comparing intervention to non-intervention sites. *(This measure reflects fewer missed appointments and fewer drop-outs and suggests that patients are more engaged in and happy with their care. Coming more often may also imply better compliance.)*
3. Using more Baby Basics materials was not associated with an increased visit duration, but using effective communication techniques was associated with increased visit duration.
4. Providers mentioned the Baby Basics book in every visit, but use of other Baby Basics materials during visits varied by provider.
5. After implementation, the proportion of patients returning for postpartum care was significantly higher at the Baby Basics site, compared to the other sites that did not implement the Baby Basics program.

### *Next steps:*

1. MIC Astoria's Health Educator has left so a Community partner who has been *trained to run BABY BASICS Mom's Clubs will come to the center to run clubs weekly.*
2. Partnerships with other programs in Astoria and Jamaica are being developed.
3. MIC Women's Health Center's across the city are planning to implement a program

## Case History #2: Jamaica Hospital

The Women's Health Center at Jamaica Hospital is a stand-alone clinic staffed by OB-Gyns and Midwives

### *Key Characteristics of the BABY BASICS Program:*

Baby Basics PALS is an innovative volunteer waiting room program created at Jamaica Hospital. These multi lingual volunteers help Moms and Dads in the waiting room learn how to use Baby Basics materials and prepare for their visit with the provider.



1. Volunteers receive 12 hours of training on topics including health literacy, adult learning, common obstetric terminology and procedures, and the SOP (standard operating procedures) at The Women's Health Center and Jamaica Hospital Medical Center. They volunteer 2-3 shifts per week: 9:00 –1:00 or 1:00 to 4:00.
2. BABY BASICS PALS helps pregnant moms
  - Develop and practice asking a questions for their visit to the provider
  - Write questions for their provider in their planner



- When necessary translate the question into English
  - Use the Index to look up answers to their questions in Baby Basics
  - Read the answers aloud from Baby Basics
  - Help patients navigate the hospital and healthcare system
  - Ask moms to find them after the appointment to confirm that their questions were answered
  - Offer peer, health literacy support and NOT health education
3. To recruit volunteers, Jamaica Hospital distributed 3,000 colorful flyers throughout community – in churches, schools, businesses, beauty shop. “You don’t know until you ask them.” The response has been overwhelmingly positive. Volunteers LOVE the program and there is a waiting list of women who speak many different languages from many different backgrounds.
  4. The program was funded by a grant from the United Hospital Foundation. The training has been standardized and is ready for replication.

***Next steps:***

1. Training medical staff to integrate the Program into the clinical practice,
2. Hanging the BABY BASICS poster and other materials into the exam room.
3. Creating a Baby Basic Moms Club at the Queensboro Public Library Jamaica Branch. The library is 5 blocks from the clinic. The Health Educator from the Queens Perinatal Consortium will run these groups once a week, and the volunteers will promote them at the clinic.

