

Breakdown of Sessions

Session 1

Goals

- Introduce problems and goals from clinicians and community perspectives
- Focus on time points: Admission & Triage; Labor & Delivery; and Postpartum & Discharge
- Identify gaps in care and potential best / “better” practices

Output

Identify service design problems and best practice gaps (by discipline group)

Prompts for breakout group 1 (grouped by role)

As you walk through this time point from your perspective please discuss:

- How has care changed since the COVID-19 pandemic?
- What have been the greatest gaps or areas for improvement in care during COVID-19?
- What creative problem-solving have you seen or heard of to facilitate care during COVID-19?

Please capture these moments, gaps, challenges, as virtual post-it notes.

Prompts for breakout group 2 (interdisciplinary groups)

Think about teaming and how we work together.

- What have been the greatest gaps or areas for improvement in teamwork during COVID-19 (including the patient as a part of the team)?
- What creative problem-solving have you seen or heard of to facilitate teamwork during COVID-19?

Please capture these moments, gaps, challenges, as virtual post-it notes.

Session 2

Goals

- Introduce problems and goals from a patient perspective
- Build informal connections (community) of practice

Output

Broad list of problems from patient lens and opportunities/themes for service design interventions

Prompts for breakout group (interdisciplinary)

- From the patient’s story, what opportunities and challenges did you hear?
- Who are the most vulnerable populations that your organization serves? What are potential gaps between patients having good versus poor experiences?
- How do these opportunities and challenges affect the themes surfaced from the first session (below)?

Reference Table: Themes from Session #1

Places	People	Processes
Flow of Care	Labor Support	Infection Control
Location of Care	Patient-Provider Relationships	Care for COVID+ Patients
	Community Expectations	Continuum of Care & Support
	Interdisciplinary Collaboration	Maintaining Routine Care

Prompts for prioritization survey

Prioritize the top three themes that you believe have the greatest potential for innovation and impact on:

- addressing challenges for people who experience systemic inequities
- promoting longer-term systems improvements in maternity care

You may use the themes from the Session #1 synthesis (above) and/or new or modified themes based on your Session #2 discussion today.

1. _____
2. _____
3. _____

Session 3

Goals

- Explore gaps and questions from sessions 1&2 for potential recommendations, best practices, and interventions.

Output

Elaborated articulation of the gaps and questions as well as possible overcomes.

Prompts for breakout group (self-selected by problem statement theme: C, F, P)

C = Continuum of Care & Support	F = Family & Support	P = Patient-Provider Relationships
1. Disconnected care and support across pregnancy, birth, and postpartum 2. Misalignment between care and individual risks/needs across pregnancy, birth, and postpartum 3. Inadequate access to both virtual and physical care, due to language, technology, distance, employment shifts and other barriers	1. Inadequate labor support due to visitor restrictions, masking, physical contact limitations, and other barriers 2. Inadequate advocacy for the birthing person during pregnancy, birth, and postpartum, especially for more vulnerable people 3. Insufficient inclusion of family members and other preferred support people in birthing experience	1. Lack of clarity for both clinicians and birthing people about what care should look like and why 2. Unreliable teamwork and team communication that does not facilitate informed consent and fully respect the birthing person’s preferred role in shared decision-making 3. Barriers to building trusting relationships between birthing people and clinicians, particularly for people who have been historically marginalized by the healthcare system

Breakout group questions (fill in “Ideal Future State Description” table):

- What could the “best” standard of care look like in this space?
- What are major gaps between ideal future and current state (what aspects of the current system are working? How is this different from the current state?)
- What is the core problem we are trying to solve?
- What ideas can you think of that might move us closer to the ideal future state?
- Is this relevant to both birthing people and clinicians? If so, how?

<p style="text-align: center;">Ideal Future State Description <i>(What might the “best” standard of care look like in this space?)</i></p>				
<p>What are the gaps between the ideal future and current state</p> <ul style="list-style-type: none"> • ... • ... • ... 				
Idea	What is the problem this might solve?	Relevant to Birthing person	Relevant to clinical staff	Notes
Idea 1		X		Notes....
Idea 2		X	X	notes....
Idea 3			X	notes...

Session 4

Goals

- Participants will be able to validate, review and edit sections of white paper.

Output

White paper synthesizing findings from summer convenings.

Prompts for breakout group (organized by innovation example)

Innovation categories and examples:

1. Leverage Virtual Access
 - a. Telehealth options for full perinatal spectrum of care, including enabling self-care, monitoring and support
 - b. Virtual connections with doulas, interpreters, educators, families and support people
 - c. Virtual support and education groups
2. Leverage Alternate Care Settings
 - a. Alternate settings for care, including birth centers, home visits, and drive through care
 - b. Collaboration between birth centers and hospitals
 - c. New care settings, such as new Auxiliary Maternity Units
3. Adapt Roles & Responsibilities
 - a. Formalize the role of doulas and support people as essential team members in clinics

- and birthing settings
 - b. Expanding support capacity, such as training and employing more doulas and developing new advocate and navigation roles
 - c. Emphasize supportive practices as core competencies in clinical care
4. Customize Care Planning & Support
- a. Change timing (interval and frequency) of prenatal and postpartum care
 - b. Adapt content of existing routine prenatal and postpartum care
5. Coordinate Existing Services & Needs
- a. Improve screenings for social determinants of health
 - b. Coordination and connection with clinical, community, and social services
 - c. Directly provide support for social determinants of health
6. Build Trust & Enhance Communication
- a. New methods for establishing personal connection through PPE and contact limitations
 - b. Promote team communication and shared decision making, including acknowledging racial biases and inequities in care
 - c. Effective communication and transparency about changing guidelines for clinicians, birthing people, and community members
 - d. Coordinate multidisciplinary team care, including partnerships across disciplines, regular care conferences, and standardized documentation

Breakout group questions within organized document:

<i>Specific innovation for breakout discussion: [Example]</i>
<p><i>Demand for the innovation:</i></p> <p>Is there demand for this innovation?</p> <p>With whom and in what contexts?</p> <p>How has the pandemic enabled or hindered demand for this change?</p> <p>How might you build demand for this change?</p>
<p><i>Supply to make the innovation happen:</i></p> <p>What would you need to make this innovation work for you as a consumer or implementer (e.g. information, people, resources)?</p> <p>How might it be adapted for different contexts (e.g. urban/rural, clinical/home)?</p> <p>How might it be adapted to meet varied needs (e.g. vulnerable populations, COVID exposure and status)?</p> <p>What else would be needed for this innovation to “stick”?</p>

Appendix 2: Theme Prioritization Survey Results

Theme	All	Physician	Midwife	Nurse	Healthcare Admin	Doula	Birthing Person
Continuum of Care & Support	105	16	19	39	22	15	27
Family & Support	84	5	4	32	14	16	30
Patient-Provider Relationships	81	20	11	12	13	7	23
Interdisciplinary Collaboration	52	5	11	11	8	7	14
Care for COVID+ Patients	32	8	3	17	4	0	4
Location of Care	27	1	8	8	9	10	8
Infection Control	25	4	5	5	3	0	11
Maintaining Routine Care	24	1	0	8	5	0	14
Flow of Care	22	1	2	13	4	4	3
Community Expectations	20	4	3	4	7	0	4
Other	2	1	0	1	1	0	0
Total Surveys	79	11	11	25	15	10	23

Note: Total responses by role add up to more than 79 because role was included in the survey as a “select all that apply” question; respondents were included in every role category they selected; dark gray indicates top response by discipline, medium gray second, and light gray third