



**OKLAHOMA PERINATAL QUALITY**  
IMPROVEMENT COLLABORATIVE

# Empowering Pregnant and Postpartum Patients

A toolkit for Patients, Providers and Hospitals



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## WHY?

- MMRC Recommendation
- Hear Her Campaign



Oklahoma Maternal Health

# Morbidity & Mortality

Annual Report 2024



<https://opqic.org/mmrcreport>



# MMRC Recommendations



**Conclusion:** Delays in medical intervention occurred when complications developed during pregnancy and the postpartum period, contributing to mortality.

- **Recommendation:** Expand education to healthcare providers, pregnant women, and their families about pregnancy and postpartum warning signs and how to seek care.



**Conclusion:** Opportunities exist to improve the quality of prenatal/intrapartum/postpartum care through communication.

- **Recommendation:** Increase awareness of possible complications by educating pregnant women and their families on pregnancy and post-birth warning signs.
- **Recommendation:** Promote the CDC "Hear Her" Campaign to encourage pregnant women and their families to speak up and to encourage healthcare providers to listen and respond.
- **Recommendation:** Encourage providers and hospitals to adopt the TeamBirth initiative to ensure transparent communication and shared decision making occur with the patient and among the clinical team.<sup>21</sup>
- **Recommendation:** OSDH, OMHTF, and OPQIC will share this annual report with additional partners including the Oklahoma Hospital Association, Oklahoma Healthcare Authority, hospital system administration, and healthcare providers.



# HEAR HER CAMPAIGN

## CDC 2020

<https://www.cdc.gov/hearher/index.html>



**Listening and  
Acting Quickly**  
could help save her life

**HEAR**  
HEAR HER CONCERNS

### How Can You Help?

If a pregnant or recently pregnant woman expresses concerns about any symptoms she is having, take the time to Hear Her. Listening and acting quickly could help save her life.

- Learn the urgent maternal warning signs.
- Listen to her concerns.
- Encourage her to seek medical help. If something doesn't feel right, she should reach out to her provider. If she is experiencing an urgent maternal warning sign, she should get medical care right away. Be sure that she says she is pregnant or was pregnant within the last year.
- Offer to go with her to get medical care and help her ask questions. Visit <https://www.cdc.gov/hearher/pregnant-postpartum-women/index.html#talk>.
- Take notes and help her talk to a healthcare provider to get the support she needs.
- Support her through follow-up care.

### Urgent Maternal Warning Signs

If someone who is pregnant or was pregnant within the last year has any of these symptoms, she should get medical care immediately.

- Severe headache that won't go away or gets worse over time
- Dizziness or fainting
- Thoughts about harming yourself or your baby
- Changes in your vision
- Fever of 100.4° F or higher
- Extreme swelling of your hands or face
- Trouble breathing
- Chest pain or fast-beating heart
- Severe nausea and throwing up (*not like morning sickness*)
- Severe belly pain that doesn't go away
- Baby's movement stopping or slowing down during pregnancy
- Vaginal bleeding or fluid leaking during pregnancy
- Heavy vaginal bleeding or fluid leaking that smells bad after pregnancy
- Swelling, redness or pain of your leg
- Overwhelming tiredness

*This list is not meant to cover every symptom a woman might experience during or after pregnancy. Learn more about urgent maternal warning signs at [cdc.gov/HearHer](https://www.cdc.gov/HearHer).*

### Hear Her

Pregnancy complications can happen up to a year after birth. If your loved one shares that something doesn't feel right, support her to get the care and answers she may need. Learn the urgent warning signs that need immediate medical attention. Here are some talking points to help with the conversation:

### During Pregnancy

- It's hard to tell what's normal with everything that's changing right now. It's better to check if there's anything you are worried about.
- It's important that we share this information with your doctor and make sure everything is okay.
- I am here for you. Let's talk to a healthcare provider to get you the care you need.

### After Pregnancy

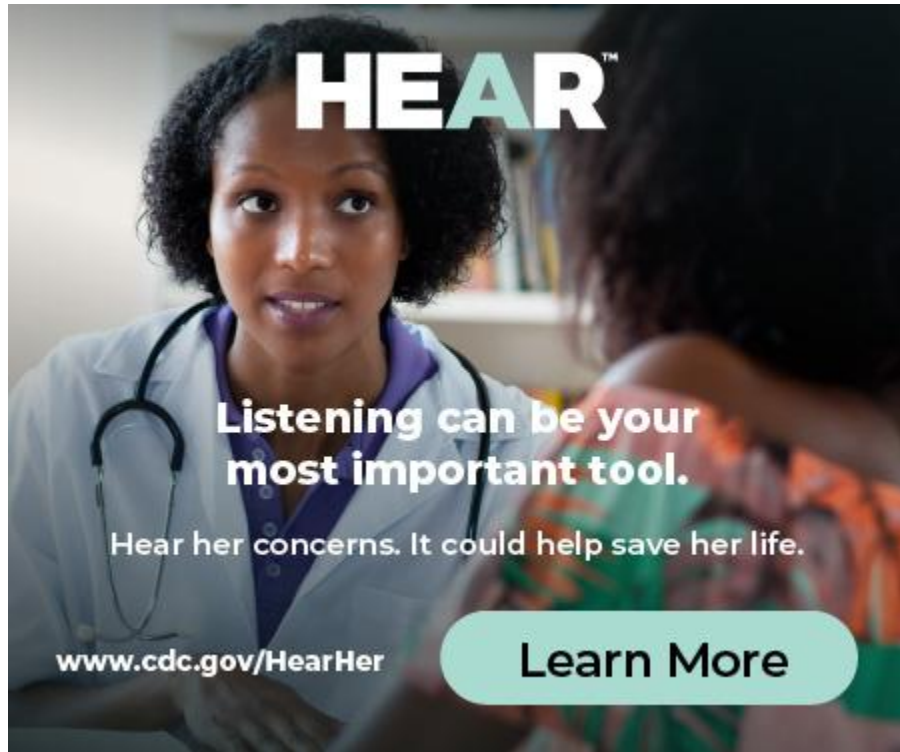
- It's normal to feel tired and have some pain after giving birth, but you know your body best. If something is worrying you, you should talk to your doctor.
- Although your new baby needs a lot of attention and care, it's important to take care of yourself, too.
- You are not alone. I hear you. Let's talk to a healthcare provider to get you the care you need.

**HEAR**  
HEAR HER CONCERNS

If you need additional support, don't be afraid to ask for help.  
Learn more about CDC's Hear Her Campaign at [www.cdc.gov/HearHer](https://www.cdc.gov/HearHer).



# Hear Her

A graphic for the HEAR campaign. It features a close-up of a Black female doctor with a stethoscope, looking intently at a pregnant woman whose back is to the camera. The text "HEAR™" is in large white and teal letters at the top. Below it, the text "Listening can be your most important tool." is in white. Underneath that, "Hear her concerns. It could help save her life." is in a smaller white font. At the bottom left, the URL "www.cdc.gov/HearHer" is displayed. At the bottom right, there is a teal button with the text "Learn More" in white.

**HEAR™**

**Listening can be your most important tool.**

Hear her concerns. It could help save her life.

[www.cdc.gov/HearHer](http://www.cdc.gov/HearHer)

**Learn More**

A graphic for the HEAR campaign. It features two women in a clinical setting. One woman, who is pregnant, is gesturing with her hands while talking to a healthcare provider. The text "HEAR™" is at the top in white and red. Below it, the text "Listening can be your most important tool." is in white. Underneath that, "Hear her concerns. It could help save her life." is in a smaller white font. At the bottom left, there is a red button with the text "Learn more" in white. At the bottom right, there are logos for the U.S. Department of Health and Human Services and the CDC.

**HEAR™**

**Listening can be your most important tool.**

Hear her concerns. It could help save her life.

**Learn more**

U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES  
CENTERS FOR DISEASE CONTROL AND PREVENTION



# LISTENING TO WOMEN

**#judgmentfreecare**

**#individualizedcare**

# Oklahoma Perinatal Quality Improvement Collaborative

We work to create a culture of excellence, safety  
and equity in perinatal care in Oklahoma.

PATIENT RESOURCES

PROFESSIONAL RESOURCES



OPQIC

Areas of FocusProfessionalistsPatientsAboutEventsWhat's New

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## Resources for Professionals

Toolkits

Patient Handouts

Oklahoma Referral Resources

Oklahoma Patient Resources

MHTF Data Catalog

Low-Dose Aspirin Initiative Toolkit

Empower Pregnant and Postpartum Patients Toolkit

National Maternal Mental Health Hotline Toolkit

ACOG


Marijuana and Pregnancy

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## Resources for Professionals



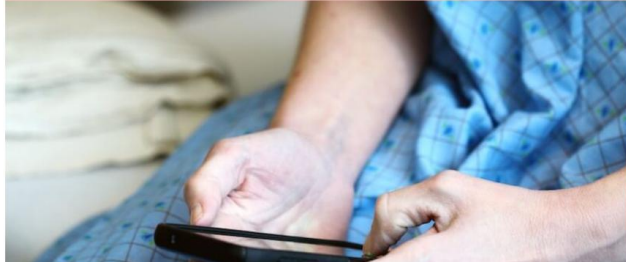
OPQIC is committed to improving maternal health outcomes and enhancing the perinatal system of care for mothers and their infants. To achieve this goal, we offer a range of resources including educational courses and continuing education (CE) opportunities. Our offerings include patient handouts that focus on post-birth resources for patients, as well as a clinical summary for healthcare providers. These resources aim to ensure that mothers and infants receive the best possible care throughout the perinatal period.



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## Resources for Families and Patients



Downloadable handouts, verified reading sources, advocacy, trauma support, and other resources for people experiencing pregnancy and new parents.



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## Support Resources

### Helpful Handouts

[Advocacy](#)

[Support Groups](#)

[Grief Loss Support](#)



[Urgent Maternal Warning Signs](#)

[ENGLISH](#)

[SPANISH](#)



[POSTBirth Warning Signs](#)

[ENGLISH](#)

[SPANISH](#)



[Helpful Information Handout](#)

[ENGLISH](#)

[SPANISH](#)



[Birth Hospital Clinical Summary](#)



## OPQIC Empower Pregnant and Postpartum Patients Toolkit

Education and Support Resources for patients during and after pregnancy



Details



OPQIC

Views: 1810

### Table of Contents

[OPQIC Website](#)

[EPPP Implementation Guide](#)

[Support Documents](#)

- [Clinical Summary](#)
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- [Helpful Informaton](#)
- [Non-Obstetric Pregnancy Poster](#)
- [Urgent Maternal Warning Signs](#)
- [Urgent Warning Signs \(sp\)](#)
- [Urgent Warning Signs \(Vietnamese\)](#)
- [Urgent Warning Signs \(Marshallese\)](#)





## EMPOWER Pregnant & Postpartum Patients -through education and resources- The Toolkit

### Overview

#### Urgent Maternal Warning Signs

##### Most useful in the Prenatal Care Setting

- Engage patients and support persons by educating them on Urgent Maternal Warning Signs.
- Place Urgent Maternal Warning Signs posters in clinic exam rooms and waiting areas. Give patients and support persons written materials to keep as a reference.
- Urge patients to ask questions and seek help when they have concerns.
- Offer real-time provider contact and after hours contact information.

Document this Conversation

#### AWHONN POST-Birth Warning Signs

##### Give to every patient before hospital discharge

- Educate patients and support persons using AWHONN POST-BIRTH Warning Signs as a tool
- Provide a hard copy to patients and support persons.
- Urge patients to ask questions and seek help when they have concerns.
- Offer real-time provider contact and after hours contact information.

Document this Conversation

#### OPQIC Helpful Information Handout

##### Give to every patient before hospital discharge

- Review OPQIC Helpful Information Handout with all patients and support persons.
- Encourage them to use this resource for the non-emergent needs that will arise when they return home.
- Urge patients to reach out with questions or concerns.

Document this Conversation

#### Birth Hospital Clinical Summary

##### Give to every patient before hospital discharge

- Educate all patients and support persons on the clinical circumstances of their birth experience by using the Birth Hospital Clinical Summary as a tool.
- This is particularly useful for those patients that experience complications.
- Instruct patients to keep this accessible in case they need to reference it for future hospitalizations or questions about their birth experience.
- Urge patients to bring this clinical summary to future clinical visits or hospitalizations.

Document this Conversation

## URGENT MATERNAL WARNING SIGNS



Headache that won't go away or gets worse over time



Dizziness or fainting



Thoughts about hurting yourself or your baby



Changes in your vision



Fever



Trouble breathing



Chest pain or fast-beating heart



Severe belly pain that doesn't go away



Severe nausea and throwing up (not like morning sickness)



Baby's movements stopping or slowing



Vaginal bleeding or fluid leaking during pregnancy



Vaginal bleeding or fluid leaking after pregnancy



Swelling, redness, or pain of your leg



Extreme swelling of your hands or face



Overwhelming tiredness

**If you have any of these symptoms during or after pregnancy, contact your health care provider and get help right away.**

If you can't reach your provider, go to the emergency room. Remember to say that you're pregnant or have been pregnant within the last year.

Learn more: <https://saferbirth.org/aim-resources/aim-cornerstones/urgent-maternal-warning-signs/>



Take a photo to learn more

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# SAVE YOUR LIFE:

## Get Care for These POST-BIRTH Warning Signs

Most women and postpartum people who give birth recover without problems. But **anyone** can have a complication for up to one year after birth. Learning to recognize these POST-BIRTH warning signs and knowing what to do can save your life.



<p><b>Call 911</b> if you have:</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Pain in chest</b></li> <li><input type="checkbox"/> <b>O</b>bststructed breathing or shortness of breath</li> <li><input type="checkbox"/> <b>S</b>eizures</li> <li><input type="checkbox"/> <b>T</b>houghts of hurting yourself or someone else</li> </ul>
<p><b>Call your healthcare provider</b> if you have: (you only need one sign) <small>(If you can't reach your healthcare provider, call 911 or go to an emergency room)</small></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>B</b>leeding, soaking through one pad/hour, or blood clots, the size of an egg or bigger</li> <li><input type="checkbox"/> <b>I</b>ncision that is not healing</li> <li><input type="checkbox"/> <b>R</b>ed or swollen leg, that is painful or warm to touch</li> <li><input type="checkbox"/> <b>T</b>emperature of 100.4°F or higher or 96.8°F or lower</li> <li><input type="checkbox"/> <b>H</b>eadache that does not get better, even after taking medicine, or bad headache with vision changes</li> </ul>

**Tell 911  
or your  
healthcare  
provider:**

"I gave birth on \_\_\_\_\_ and  
(Date)  
I am having \_\_\_\_\_"  
(Specific warning signs)



Scan here to download  
this handout in  
multiple languages.

These post-birth warning signs can become life-threatening if you don't receive medical care right away because:

- **Pain in chest, obstructed breathing or shortness of breath** (trouble catching your breath) may mean you have a blood clot in your lung or a heart problem
- **Seizures** may mean you have a condition called eclampsia
- **Thoughts or feelings of wanting to hurt yourself or someone else** may mean you have postpartum depression
- **Bleeding (heavy)**, soaking more than one pad in an hour or passing an egg-sized clot or bigger may mean you have an obstetric hemorrhage
- **Incision that is not healing, increased redness or any pus** from episiotomy, vaginal tear, or C-section site may mean an infection
- **Redness, swelling, warmth, or pain** in the calf area of your leg may mean you have a blood clot
- **Temperature of 100.4°F or higher or 96.8°F or lower**, bad smelling vaginal blood or discharge may mean you have an infection.
- **Headache (very painful), vision changes, or pain in the upper right area of your belly** may mean you have high blood pressure or post birth preeclampsia

Birth Hospital Clinical Summary			
<p><i>It is very important to attend your follow-up appointments. Bring this form with you to any follow-up appointments or hospitalizations.</i></p>			
Next OB Appointment:		Next Pediatric Appointment:	
Patient Name			
Date of Delivery			
Hospital		Phone Number	
OB Clinician Name		Phone Number	
Pediatrician Name		Phone Number	
Clinical Summary			
Type of Birth	<input type="checkbox"/> Vaginal <input type="checkbox"/> Cesarean Comments:	Blood Type	
		Postpartum Hemoglobin	
Diagnosis (list all) • • • •			
Pregnancy Outcome			
Baby	Gestational Age (in weeks)	Birthweight	Length
Surgery	Date		
	Type		
Blood Transfusion	Type of Blood Products	<input type="checkbox"/> Red Blood Cells <input type="checkbox"/> Platelets <input type="checkbox"/> Plasma	
	Number of units	Red Blood Cells	Platelets Plasma
Imaging Tests	<input type="checkbox"/> Yes	Date	
	<input type="checkbox"/> No	Type	
		Result	
Interventional Radiology	<input type="checkbox"/> Yes	Date	
	<input type="checkbox"/> No	Type	
		Result	
Medical Treatments			
Notes			

# Helpful Information

Place on your refrigerator along with Post-Birth Warning Signs



## Mental Health



Maternal Mental Health Hotline  
TEXT or CALL 24/7  
1-833-TLC-MAMA English & Español  
or visit [postpartum.net](http://postpartum.net)

## Expert Advice



The 4th Trimester Project  
Expert information for parents and families  
[newmomhealth.com](http://newmomhealth.com)  
[saludmadre.com](http://saludmadre.com)

## Breastfeeding



FREE 24/7 Hotline  
Text OK2BF to 61222  
1-877-271-MILK (6455)  
[obrc.ouhsc.edu](http://obrc.ouhsc.edu)

## More Resources



Contact OPQIC for more support  
[OPQIC.org](http://OPQIC.org)  
[PatientSupport@opqic.org](mailto:PatientSupport@opqic.org)

## Don't hesitate!

Call 911 for a medical emergency.  
Call 988 for a mental health emergency.  
Contact your provider with questions.







Please let your health care team know if you are **currently pregnant or have been pregnant in the last 12 months.**

A current or recent pregnancy can affect your care today.

**QUESTIONS?**



## 2025 Spotlight Hospital Award Criteria

- OPQIC will be assessing the criteria on 9/30/2025
- Awardees will be recognized at the Annual Summit on **November 18**



# Empowering Pregnant and Postpartum Patients

<b>EPPP Toolkit Utilization</b> (Empowering Pregnant and Postpartum Patients)	Reported distribution of PBWS handout to >90% of patients	1
<b>EPPP Toolkit Utilization</b> (Empowering Pregnant and Postpartum Patients)	Reported distribution of Helpful Information handout to >90% of patients	1

# Perinatal Measures

- PC-02: Cesarean Birth
- PC-07: Severe Obstetric Complications

Category	Criteria	Points
PC-02 Rates	At or below HP2030 Goal (23.6%)	3
	Between 23.6% and 26.8%	2
	Between 26.8% and 30%	1
	Greater than or = to 30%	0
PC-07 Rates (Most recent rate available as of 9/30/2025)	Below National Average	2



Category	Criteria	Points
CMS "Birthing Friendly" Designation	Designated	2

## “Birthing Friendly” Designation

- Self-reported Structure Measure reported to CMS
- Criteria for Designation:
  - Participate in a statewide or national perinatal quality improvement collaborative program
  - Implement evidence-based care practices to enhance maternal health outcomes

# Breastfeeding

mPINC reports can be submitted to OPQIC

Category	Criteria	Points
Breastfeeding	Baby Friendly Designation	3
	On the Baby Friendly Pathway/AIM-HI	2
	Current mPINC score >90	2
	Current mPINC score above OK average, <90	1

# Infant Safe Sleep

Category	Criteria	Points
Cribs for Kids Safe Sleep Certification	Gold	3
	Silver	2
	Bronze	1

# OK-MAMA

Oklahoma Maternal Addiction and Mental Health Assistance

<b>OK-MAMA</b> (Oklahoma Maternal Addiction and Mental Health Assistance)	Survey completed	2
<b>OK-MAMA</b> (Oklahoma Maternal Addiction and Mental Health Assistance)	Committed to Sprint, OR	1
	Participating in Sprint (if sprint started prior to 9/30/25)	2

# TeamBirth

Category	Criteria	Points
TeamBirth Participation	Nationally TeamBirth Recognized	3
	Recognition Application submitted prior to 9/30/2025	2
	Fully Implemented after 9/30/2024	2
	Fully Implemented before 9/30/2024, have not yet applied for recognition	1



# TJC Perinatal Care Certification

Category	Criteria	Points
TJC Perinatal Care Certified	Nationally Certified	3

# Newborn Screening

<b>Newborn Screening-Transit Times</b> (Oct 2024-Sept 2025)	>95% arrive within 48 hrs of collection	3
	>90% arrive within 48 hrs of collection	2
<b>Newborn Screening-Unsat rates</b> (Oct 2024-Sept 2025)	<2% declared unsat for testing	3
	2.0 to 2.99% declared unsat for testing	2
	3.0% declared unsat for testing	1

# QUESTIONS