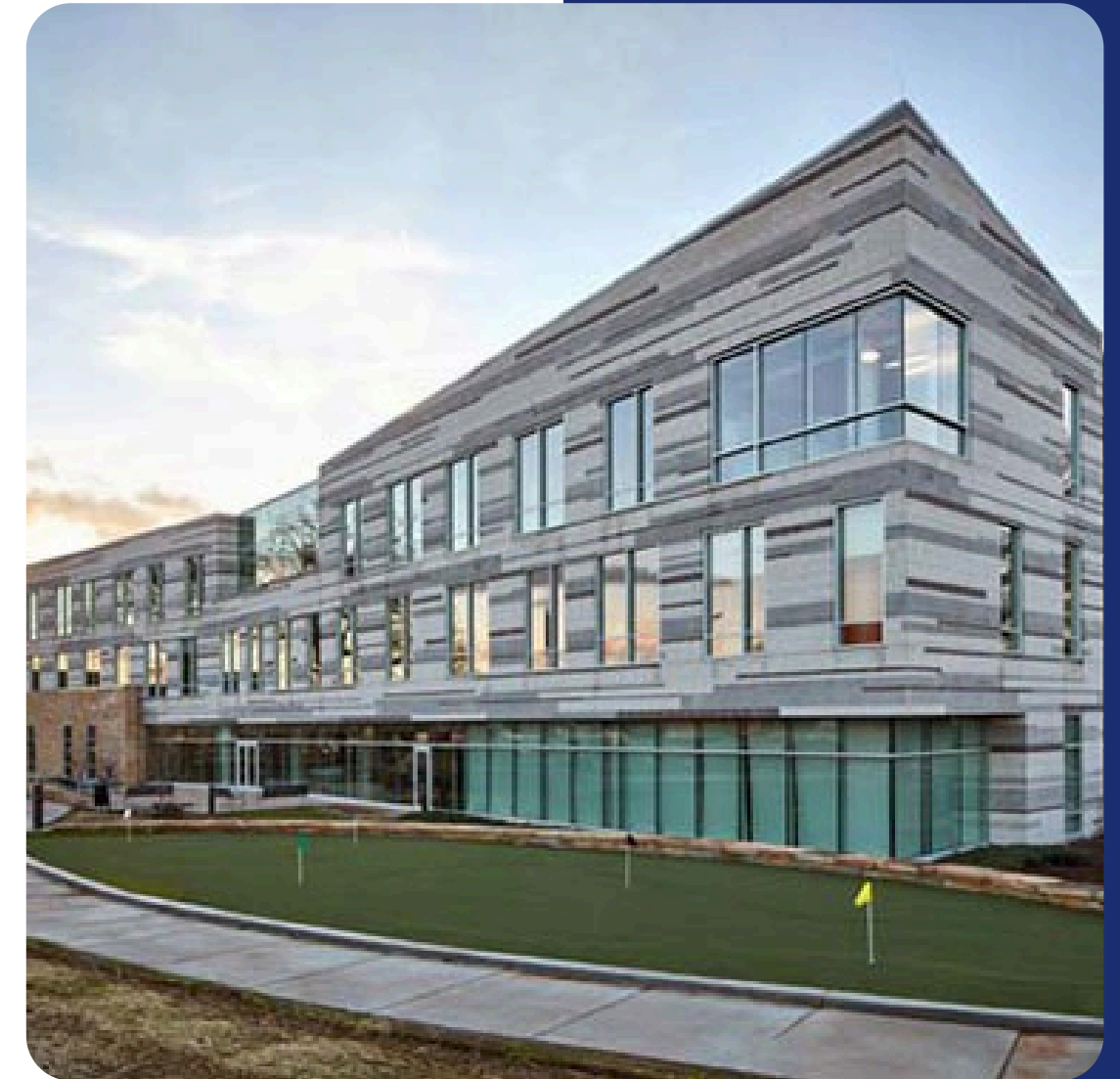


**Erlanger East
Women's Health
Best For All**



Who are we?

- **279 births a month on average**
- **16 labor beds**
- **26 Mother/Baby beds**
- **12 NICU beds**
- **Chattanooga's "Best Place to Have a Baby" 17 years in a row.**



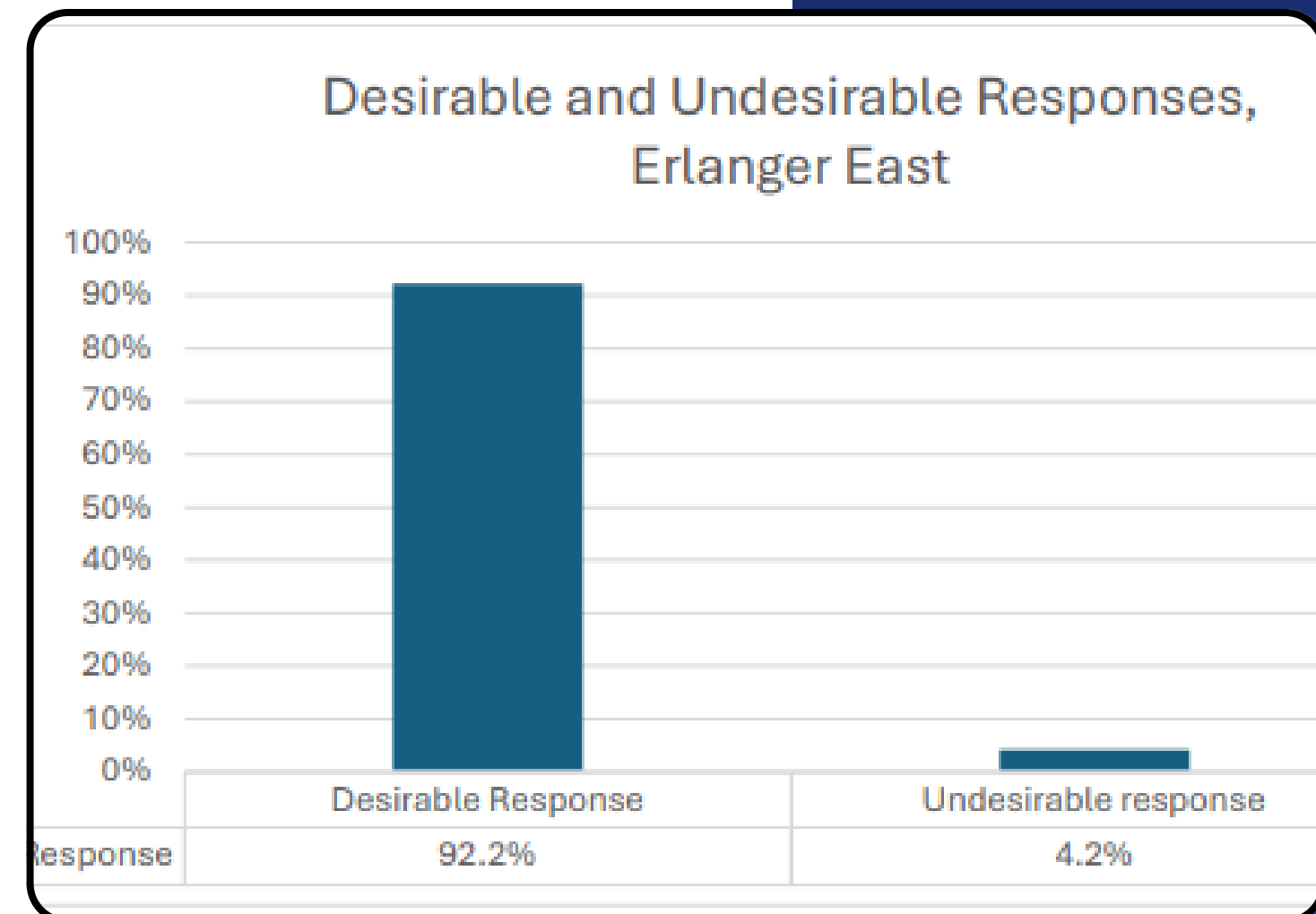
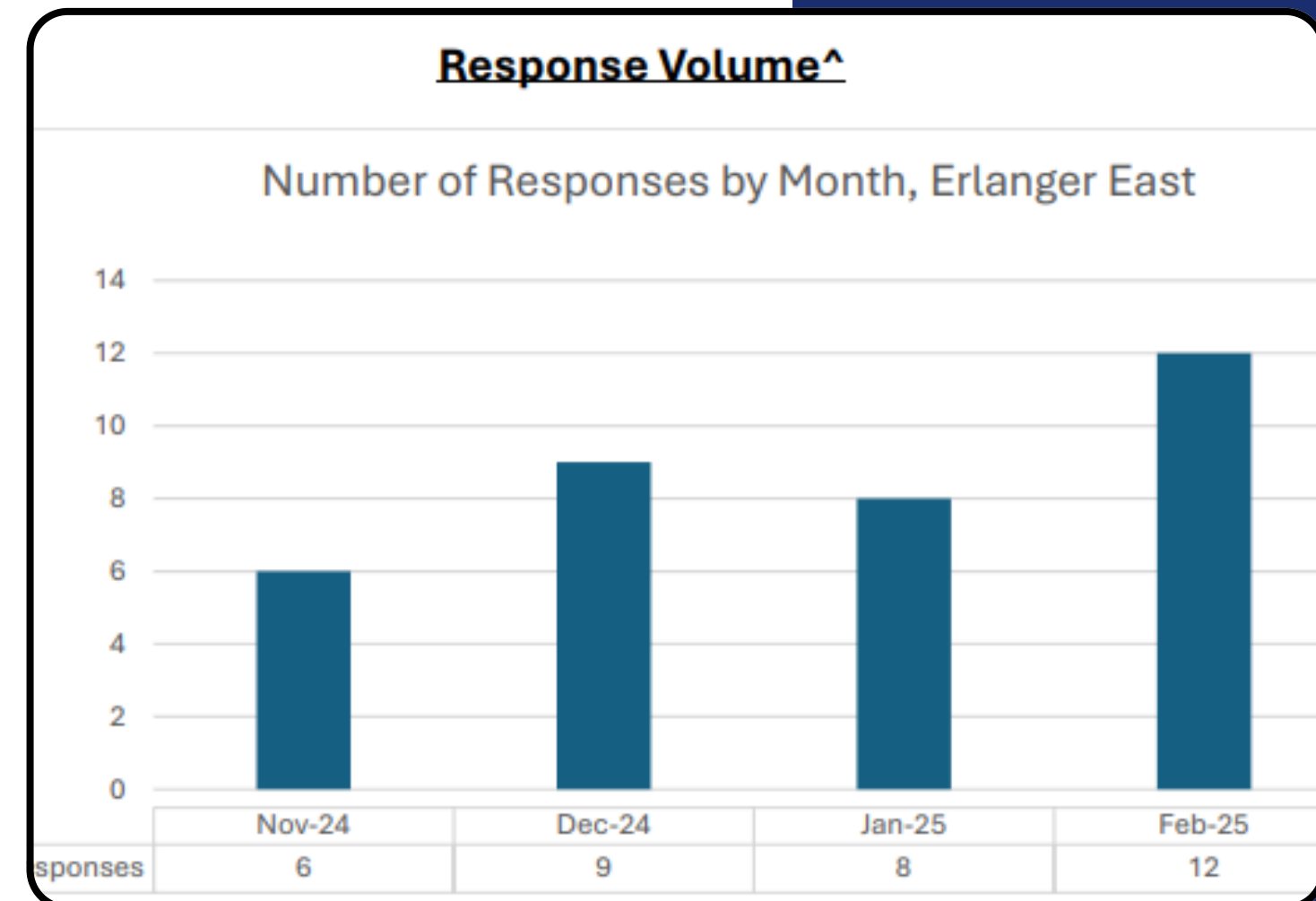
BFA Overview & Education

• Overview

- 3.30% response rate on average from an average of 268 deliveries over a span of 4 months.
- 100% increase in PREM survey responses within the same period.

• Education

- Initial Implicit Bias lecture for MBU nurses.
- Yearly system-wide education
- OB Resident doctor education



Patient Responses & Mitigation

- **Mitigation practices**
 - Specialized Online learning.
(coming April 2025)
 - Continuing Implicit Bias education.
 - Labor & Delivery education to begin in April.
 - Began acknowledging staff through “Call Out Cards” to highlight respectful patient care.

“My son was in the Nicu and I felt like I was not included in his care and what was going on with him while he was in there and was just told that no news is good news when I asked why I was not being kept informed.”

Lesson's Learned and Future Directions

- **Lesson's Learned**

- All staff should be included in education.
- Patient demographics make a difference in survey completion.
- Multiple points of contact can allow for increased survey completion.

- **Future Directions**

- Implicit Bias education for Surgical & Patient Care Techs.
- Continue to encourage our underserved populations to share their experiences.

