

# Centering the Nurse Home Visitor Client Experience During the COVID-19 Pandemic

Tuesday, June 29, 2021 at 12:00 pm Eastern Time

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with

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# Disclaimer

*Through the Patient Engagement Learning Series, we intend to create a space where providers, community advocates, and patient representatives can engage thoughtfully on challenging topics surrounding patient care. We commit to providing evidence-based data and research to support all content presented.*

*We believe that addressing this topic aligns with the aims of the Learning Series and is therefore integral to our discussion. We welcome your feedback to continue guiding our content development.*

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# National Nurse-Led Care Consortium

The **National Nurse-Led Care Consortium (NNCC)** is a membership organization that supports nurse-led care and nurses at the front lines of care.

NNCC provides expertise to support comprehensive, community-based primary care and public health nursing.

- Policy research and advocacy
- Program development and management
- Technical assistance and support
- Direct, nurse-led healthcare services



# Housekeeping Items

## Question & Answer

- Click Q&A and type your questions into the open field.
- The Moderator will either send a typed response or answer your questions live at the end of the presentation.

## Continuing Education Credits

- Please complete the evaluation survey after today's training.
- Certificate will arrive within 3 weeks of completing the survey.

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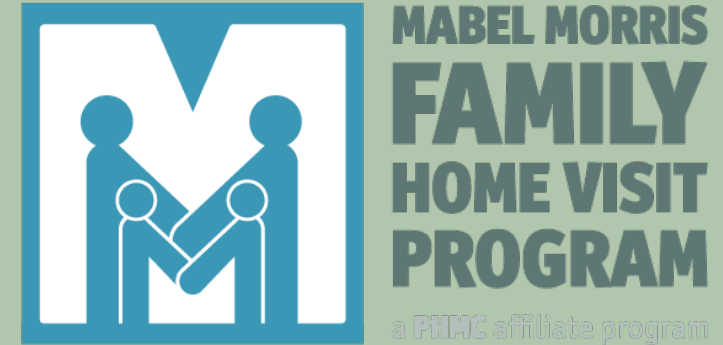
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# Our Programs



A national, evidence-based nurse-home-visiting program. The program's outcomes include long-term family improvements in health, education, and economic self-sufficiency.

A free, voluntary program for low-income parents in Philadelphia who are raising children under five years of age. Through partnering with families, specialty-trained registered nurses provide the information, support and encouragement parents need to help their children develop optimally during the crucial early years of life.

# SHARED CLIENT EXPERIENCES

## Racism and Bias

- Asian patients were asked to sit separately from others in the waiting room
- Provider said, "Black women are more likely to have unsuccessful pregnancies."

## Decreased Support

- Inconsistent policies about bringing partner to prenatal or ultrasound visits
- Decreased or no access to transportation or childcare

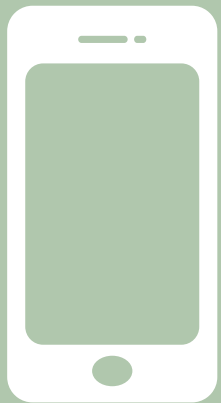
## Lack of Communication

- Lack of informed consent: "I didn't know what was going on while giving birth."
- Baby was given formula in the NICU without consulting mother who intended to breastfeed
- Inconsistent policies about appointments

# Virtual Support for Families

## Technology

Provided tablets and smartphones



## Telehealth

Provided phone or video calls on a schedule that suited clients



## Materials

Shipped developmentally appropriate supplies to families: diapers, books, learning aids, at-home blood pressure cuffs



## Listening

Nurses collected narrative data about client experiences





# Best Practices In Telehealth

- Remote prenatal and antenatal blood pressure monitoring
- Using text messages (SMS) to offer breastfeeding support and improve continuation rates
- Offer interactive text message reminders for oral contraceptive and injectable contraceptive continuation

# Thank you for your additional support

Keara Cenatus, BSN, RN

Becca Lipstein, BSN, RN

The nurses of the Mabel Morris Family Program and Philadelphia Nurse-  
Family Partnership  
The families we serve.

# References

1) American College of Obstetricians and Gynecologists. COVID-19 FAQs for obstetricians-gynecologists, telehealth. Washington, DC: ACOG; 2020. Available at: <https://www.acog.org/clinical-information/physician-faqs/covid-19-faqs-for-ob-gyns-telehealth>. Retrieved June 24, 2021.

2) Chaet D, Clearfield R, Sabin JE, Skimming K; Council on Ethical and Judicial Affairs American Medical Association. Ethical practice in Telehealth and Telemedicine. *J Gen Intern Med.* 2017;32(10):1136-1140. doi:10.1007/s11606-017-4082-2

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