

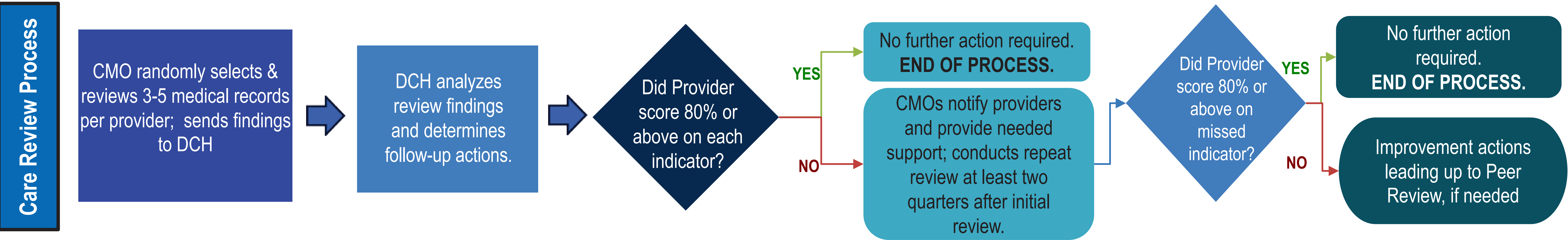


IMPROVING MATERNAL HEALTH THROUGH CARE REVIEW

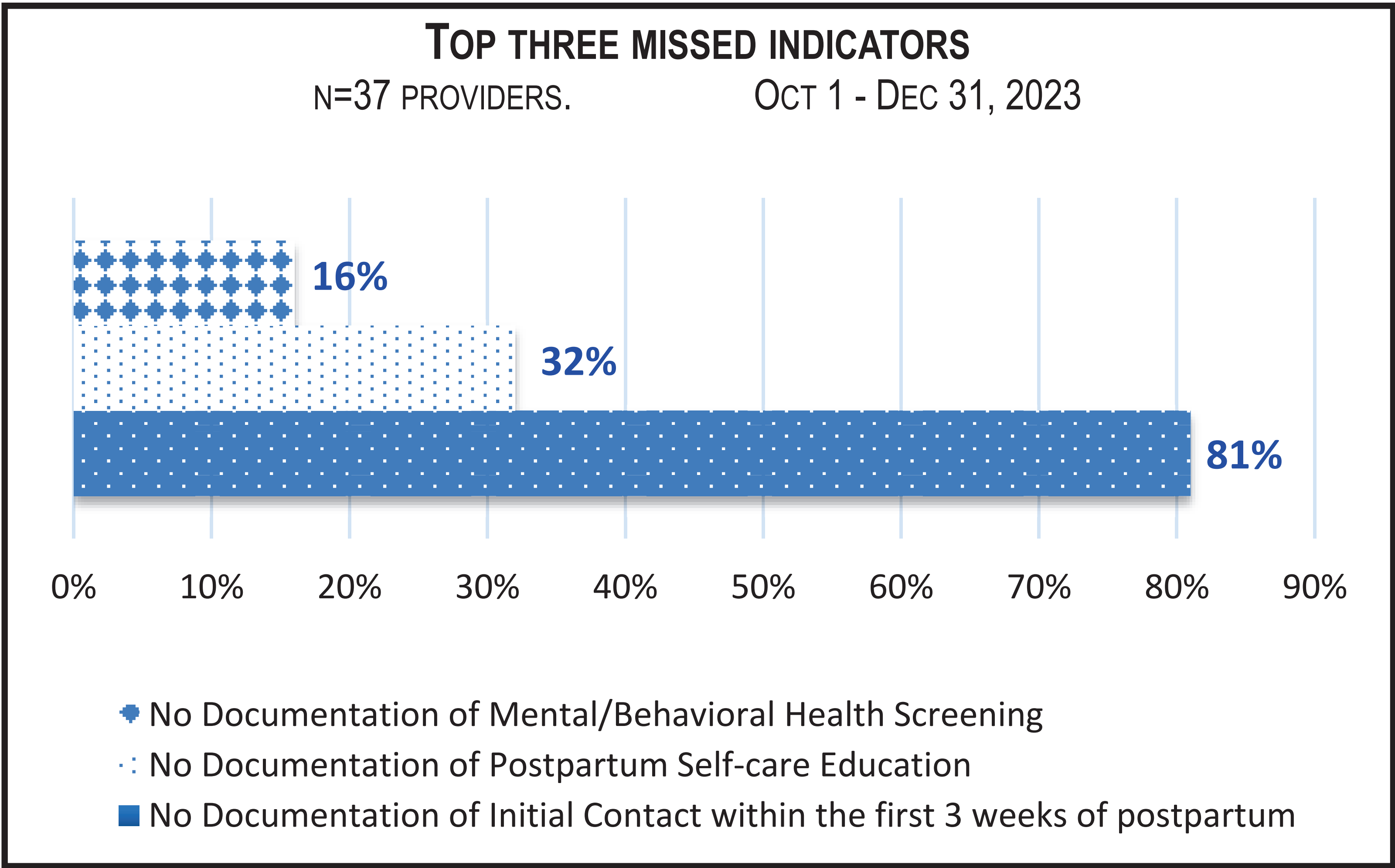
Somo Hubbard DNP, RN; Tiffany S. Blockum, BSN; Dominic Molin, MSQA

BACKGROUND: The Georgia Department of Public Health (DPH) reports that Georgia ranks among the states with the highest maternal mortality rates (*Georgia DPH, 2018-2020, Mortality Report*). To improve maternal health outcomes, the Performance and Care Management Office within the Medicaid Unit of the state's Department of Community Health (DCH) launched a maternal care review initiative in October 2023.

GOAL & METHODOLOGY: DCH created a Postpartum Care Review Tool based on the latest recommendations from the American College of Obstetricians and Gynecologists (ACOG, May 2018). Care Management Organizations (CMOs) conduct a quarterly record review of postpartum care using the tool to verify the utilization of evidence-based practices and identify gaps in care. Each record is reviewed for documentation of specific care indicators. The indicators are weighted to facilitate a scoring matrix to determine the review outcome. The outcome rate is calculated based on the number of records reviewed, divided by the number of records with documentation of each care indicator. Of the total number of records reviewed per provider, each indicator should be present in at least 80% of the records. CMOs provide feedback, education, and/or peer support to providers who do not meet the 80%-threshold, and a second review is conducted at least two quarters post initial review.



SAMPLE INDICATORS OF POSTPARTUM CARE REVIEW TOOL	Weighted Rates
Documentation of Initial Contact (in person or by phone) within the first 3 weeks of postpartum	3%
Documentation of Postpartum Self-care Education: [e.g. care of C-section/episiotomy incision, prevention of mastitis, and/or when to contact the physician (signs/symptoms of infection)]	8%
Documentation of Mental/Behavioral Health Screening	8%



EVALUATION & NEXT STEPS
Data analysis shows that most immediate need is to improve initial contact within first 3 weeks post-delivery
Reduce the number of indicators based on CMO feedback
Focus on areas with the greatest need for improvement
CMOs to implement Quality Improvement projects to address the top three indicators that were missed