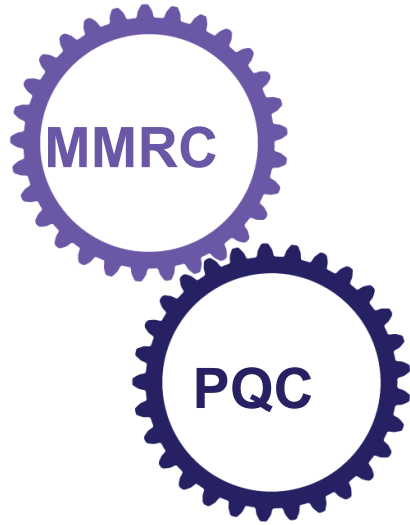




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## Incorporating Patient Voice into PA PQC Initiatives

**PA PQC Virtual Session**

July 8, 2026

# Continuing Education Information

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In support of improving patient care, this activity has been planned and implemented by the University of Pittsburgh and The Jewish Healthcare Foundation. The University of Pittsburgh is jointly accredited by the **Accreditation Council for Continuing Medical Education (ACCME)** and the **American Nurses Credentialing Center (ANCC)**, to provide continuing education for the healthcare team. **1.0 hours are approved for this course.**

As a Jointly Accredited Organization, University of Pittsburgh is approved to offer social work continuing education by the **Association of Social Work Boards' (ASWB)** Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. University of Pittsburgh maintains responsibility for this course. Social workers completing this course receive **1.0 continuing education credits.**

# Disclosures

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**No members** of the planning committee, speakers, presenters, authors, content reviewers and/or anyone else in a position to control the content of this education activity **have relevant financial relationships** with any entity producing, marketing, re-selling, or distributing health care goods or services, used on, or consumed by, patients to disclose.

# Disclaimer

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**The information presented** at this Center for Continuing Education in Health Sciences program **represents the views and opinions of the individual presenters**, and does not constitute the opinion or endorsement of, or promotion by, the UPMC Center for Continuing Education in the Health Sciences, UPMC / University of Pittsburgh Medical Center or Affiliates and University of Pittsburgh School of Medicine. Reasonable efforts have been taken intending for educational subject matter to be presented in a balanced, unbiased fashion and in compliance with regulatory requirements. However, each program attendee must always use his/her own personal and professional judgment when considering further application of this information, particularly as it may relate to patient diagnostic or treatment decisions including, without limitation, FDA-approved uses and any off-label uses.

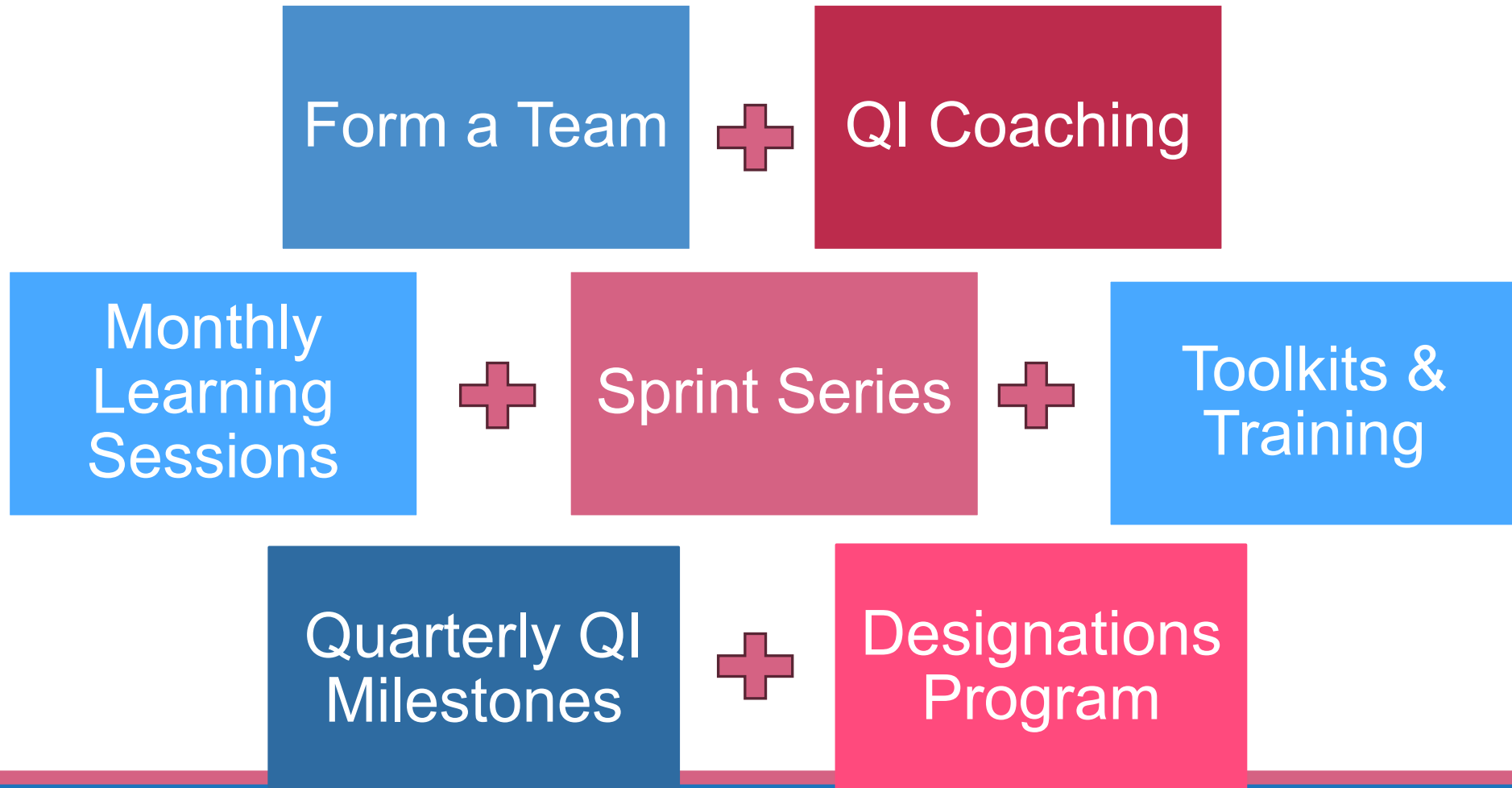
# Learning Objectives

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- Describe approaches for creating meaningful patient partnership opportunities to improve perinatal care
- Discuss examples of how to incorporate patient lived experience into initiative-specific quality improvement work

# PA PQC: Supporting Your QI Efforts

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# Agenda

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1. **Welcome** – Jennifer Condel, SCT(ASCP)MT, Senior Program Manager, Perinatal Health, Jewish Healthcare Foundation
2. **Incorporating Patient Voice**– Jennifer Mikenas, Program Manager of Training at MoMMA's Voices, Preeclampsia Foundation
3. **Incorporating Patient Voice Panelists**
  - a) Michelle Kavouras, Patient Family Partner, Alaska
  - b) Katie Spencer, Patient Family Partner, Pennsylvania
4. **Wrap-up & Next Steps** – Kristen Brenneman, MSN, RNC-NIC, Women's Health Program Specialist & QI Coach, Jewish Healthcare Foundation



# Incorporating Patient Voice into PA PQC Initiatives

JENNIFER MIKENAS, PROGRAM  
MANAGER OF TRAINING AT  
MOMMA'S VOICES

July 8 2026



# Wrap-Up

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KRISTEN BRENNEMAN MSN, RNC-NIC

# Coming Soon...

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- ❖ We are pleased to announce the PA PQC will start recruiting for a **Patient Voice Partner** to work with the PQC and our hospital teams.
- ❖ **Patient Voice Partners** help ensure that the voices and perspectives of patients are meaningfully integrated into the PA PQC's initiatives and quality improvement efforts. As valued members of the collaborative, Patient Voice Partners serve as content experts by sharing their experiences, providing feedback, and helping guide key activities and processes to improve maternity and neonatal care across Pennsylvania.

*Improving  
maternal health  
outcomes together*

# Reminder: QI Milestone Submission

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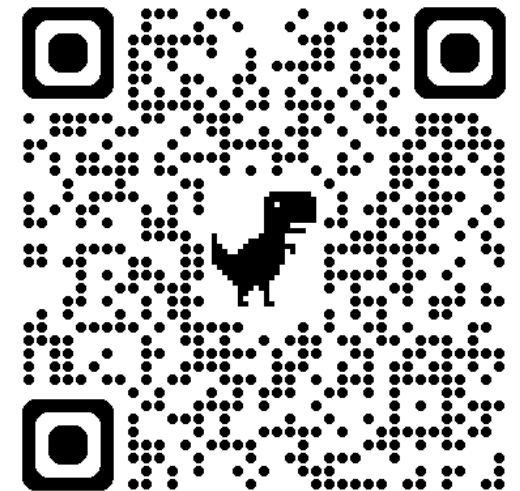
**Sepsis Sustainment:** Milestones 3 and 4 (aggregate data and structure measure questions) are due by **July 31**

**Submit your Q2 2026 Baseline Data for Enrolled Initiatives**

## QI Milestones

**In need of a refresher on the new PA PQC Milestone submission process? See:**

- [Qualtrics Tutorial Recording](#)
- [Qualtrics Tutorial Slides](#)



# Upcoming Virtual Sessions

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## AUGUST 12

*Plans of Safe Care for Patients with Substance Use Disorder*

11:00 a.m. – 12:00 p.m.

Zoom

## SEPTEMBER 9

*Addressing Language Barriers within Perinatal Health Care*

11:00 a.m. – 12:00 p.m.

Zoom

## OCTOBER 14

*Sprint Series Launch: Patient Care Conversations*

*4 Sessions*

11:00 a.m. – 12:00 p.m.

Zoom





[Home](#) [About](#) ▾ [Initiatives](#) ▾ [Hospitals](#) ▾ [Events](#) ▾ [Data](#) ▾ [Resources](#) ▾

Learn about the  
Initiatives

Access Session  
Materials

# Pennsylvania Perinatal Quality Collaborative

The PA PQC provides quality improvement support to healthcare teams to improve the standard of care for pregnant and postpartum people and babies.

REGISTER FOR SESSIONS

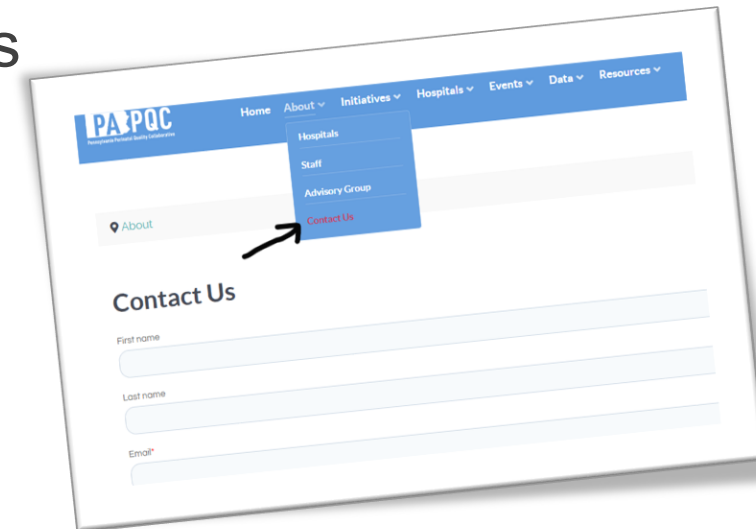
<https://www.papqc.org/>

# Updated Contact Info.

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Upcoming changes to your email address? Haven't heard from us in a while?

- Please reach out to your coach to provide them updated contact info. for anyone at your site who is involved in the PA PQC.
- If you haven't gotten a newsletter or PA PQC emails in a while, check to make sure you are subscribed to our newsletter with your updated email address.
- You can always reach us [here](#)



# PA PQC Project Team

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**Kristen Brenneman,**  
MSN, RN  
Women's Health  
Program Specialist and  
QI Coach, Jewish  
Healthcare Foundation



**Lisa Boyd**  
Program Specialist,  
Data Manager and QI  
Coach, Jewish  
Healthcare  
Foundation



**Jennifer Condel,**  
SCT(ASCP)MT  
Senior Program  
Manager, Perinatal  
Health, Jewish  
Healthcare Foundation



**Karena Moran,**  
PhD  
Improvement  
Optimization  
Advisor and QI  
Coach, Geisinger  
Health & NEPaPQC



**Maureen Saxon-Gioia,**  
MHA, BSN, RN  
Nurse Project Manager  
and QI Coach, Jewish  
Healthcare Foundation



**Hadar Re'em,**  
MPH, MSW  
Program Associate and QI  
Coach, Jewish Healthcare  
Foundation

# Credentialing Guidelines:

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**PLEASE** complete the electronic evaluations by Wednesday, July 15<sup>th</sup>:

[https://www.surveymonkey.com/r/papqc\\_july2026](https://www.surveymonkey.com/r/papqc_july2026)

1. Please indicate on the evaluation which CEUs you are requesting: CME, CNE or Social Worker credits.
2. The UPMC Center for Continuing Education will follow up with you, via email, after Wednesday, July 15<sup>th</sup> to notify you about how you can claim your credits.
  - ☐ To prepare, we recommend you create an account with UPMC CCE via this website <https://cce.upmc.com>.



# Thank You!

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Pennsylvania Perinatal Quality Collaborative



Northeastern Pennsylvania Perinatal Quality Collaborative

[www.papqc.org](http://www.papqc.org)

[papqc@whamglobal.org](mailto:papqc@whamglobal.org)