



Transforming Clinical Practice in Perinatal Care

How One Mother's Postpartum Hemorrhage Experience Inspired Simulation Training and Practice Change at St. Mary's Medical Center & Palm Beach Health Network



Amy Jacobs MSN, RN

Heather Finley BSN, RN

Brittany Hutcher BSN, RN

Agenda

- Why Patient Stories Matter in Perinatal Quality Improvement
- Liz's Story: Postpartum Hemorrhage Experience
- From Story to Action: Grand Rounds → Simulation Lab
- Impact on Our Team (Senior, New Nurses & Externs)
- Key Takeaways & Next Steps for FPQC Partners



Why Patient Stories Impact Clinical Practice

- *Patient narratives humanize data and guidelines*

They:

- Reveal gaps in real-world care that metrics alone miss
- Build empathy and urgency among staff
- Drive sustained behavior change (e.g., faster recognition, better teamwork)
- Align with FPQC goals: improving maternal outcomes through data-driven + human-centered care





Liz's Powerful Story

- At the FPQC OHI 2.0 Kickoff and our St. Mary's PPH event, Liz shared her personal experience with Postpartum Hemorrhage.
- Liz's Grand Rounds story highlighted:
 - Moments where care went well vs. where delays or gaps occurred
 - Emotional impact on her and her family
 - What she wished the team had done differently



Turning Insight into Action

- Following Liz's presentation and Grand Rounds:
- SMMC and the Palm Beach Health Network quickly organized a targeted Postpartum Hemorrhage Simulation Lab
- Held right after the session for maximum momentum
- Focused on realistic PPH scenarios (recognition, massive transfusion protocol, team communication, medication administration, etc.)

Why simulation?

- It bridges the gap between hearing a story and practicing the response under pressure.



Our Mixed Staff Team

- Our Labor & Delivery / Perinatal teams include:
- Senior/experienced nurses
- New graduate nurses
- Nursing externs / students
- Providers
- Diverse perspectives in one room created rich learning:
 - Seniors modeled calm leadership and nuanced decision-making
 - New staff brought fresh eyes and eagerness to learn protocols



Amazing Feedback & Real Practice Change

- New nurses and externs shared transformative feedback:

“This completely changed my outlook on nursing.”

“I now understand why rapid response and clear communication matter in PPH — it’s not just a checklist.”

- Increased confidence in early recognition of subtle signs
- Stronger appreciation for teamwork across experience levels
- Many reported it shifted how they approach every shift (more vigilant, more patient-centered)
- A Nurse Extern at the drill was involved in a Stage 3 PPH at one of our sister facilities – noted by the manager that she was confident with recorder role – which she attributed to our event and drill

Key Takeaways for FPQC Partners

- 1. Invite patient speakers — their voices create emotional buy-in that guidelines alone cannot.
- 2. Follow stories immediately with hands-on simulation (as we did post-Grand Rounds).
- 3. Include mixed-experience staff in training — it benefits everyone and accelerates onboarding.
- 4. Link patient-centered stories to FPQC initiatives (e.g., PROVIDE 2.0, Respectful maternity care, OHI).
- 5. Measure impact: staff feedback + clinical outcomes (e.g., PPH response time, blood product use).

Call to action: Consider hosting similar story + sim sessions at your facilities. *Let's collaborate across the FPQC network!*

- **Thank You + Q&A**

