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BRIGHAM HEALTH



**BRIGHAM AND
WOMEN'S HOSPITAL**

Medical Updates: Ambulatory pearls

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Defining the Challenge

THE PROBLEM

- Transformation of pregnancy care to include postpartum telehealth has decreased screening for mood disorders, hypertension and diabetes, and decreased utilization of LARC.

BACKGROUND

- Few postpartum women are coming for in-person visits due to the COVID pandemic
- For many reasons (language, resource access, safety/comfort with telehealth) marginalized populations may have low frequency of prenatal visits, as well as lower quality telehealth care.

Poll Questions

How would you characterize ambulatory postpartum care in COVID times in your center?

- Primarily business as usual with **in-person** visits
- Primarily **telehealth**
- I'm not sure

Are your mothers getting screened for postpartum depression with a validated tool?

- I believe so, **in person**
- I believe so, **by telehealth**
- I hope so
- Uh oh, I'm not really sure.
- I think that might have fallen through the cracks

Approaching the challenge using resources on hand

- Stakeholders: Twice weekly meetings with representatives from nursing, PA, MD, administration
- Resources: MDs, PAs, RNs working remotely

Postpartum Telehealth Protocol

1. Postpartum call (inpatient) by MD to establish pp plan
2. Postpartum list triggers letter with EPDS to be sent by secretary 4 weeks after discharge.
3. Postpartum call (outpatient) by RN to screen for pp needs at 2 weeks pp.
4. Postpartum call (outpatient) by MD 6-8 weeks pp.

Postpartum Telehealth: Delayed q'airre

The screenshot shows a 'Patient Message' interface. On the left is a sidebar with navigation options: Chart Review, Care Everywh..., PHS Viewer, PDMP, Care Team Pa..., Review Flows..., Results Review, Synopsis, History, Allergies, Problem List, Medications, Immunizations, Demographics, Patient Station, and Message (highlighted). The main area is titled 'Patient Message' and shows 'To: ✓ Nicole Alexandria Smith' and 'Regarding: Nicole Alexandria Smith'. Below this is a text input field with a red exclamation mark icon and a toolbar with icons for bold, italic, link, unlink, insert smart text, and undo/redo. On the right is a 'Message Type' dropdown set to 'User Message'. Below it is a 'Dates' section with a red circle around it. The 'Dates' section has two fields: 'Delay sending until' with the value '6/5/2020' and a calendar icon, and 'Notify me if not read by' with a 'Date' field and a calendar icon. Below the 'Dates' section is an 'Options' section with a checkbox 'Send patient reply to me'. Below that is a 'Tasks & Attachments' section with an 'Attachment' field and a '+ Add' button, and a 'General Questionnaire' field with a '+ Add' button. A 'Questionnaire Details' dialog box is open in the foreground, showing 'Questionnaire: PROMS OB EDINBURGH DEPRESSION SCALE (ALERTS ENCOUNTER PROVIDER)' and 'Display task to patient as: From your doctor'. The dialog has 'Show Preview', 'Accept', and 'Cancel' buttons. A red arrow points from the text 'w+4' to the 'Delay sending until' field in the 'Dates' section.

Message Type

User Message

Dates

Delay sending until
6/5/2020

Notify me if not read by
Date

Options

☐ Send patient reply to me

Tasks & Attachments

Attachment + Add

General Questionnaire + Add

Questionnaire Details

Questionnaire: PROMS OB EDINBURGH DEPRESSION SCALE (ALERTS ENCOUNTER PROVIDER) [x]

Display task to patient as: From your doctor

Show Preview Accept Cancel

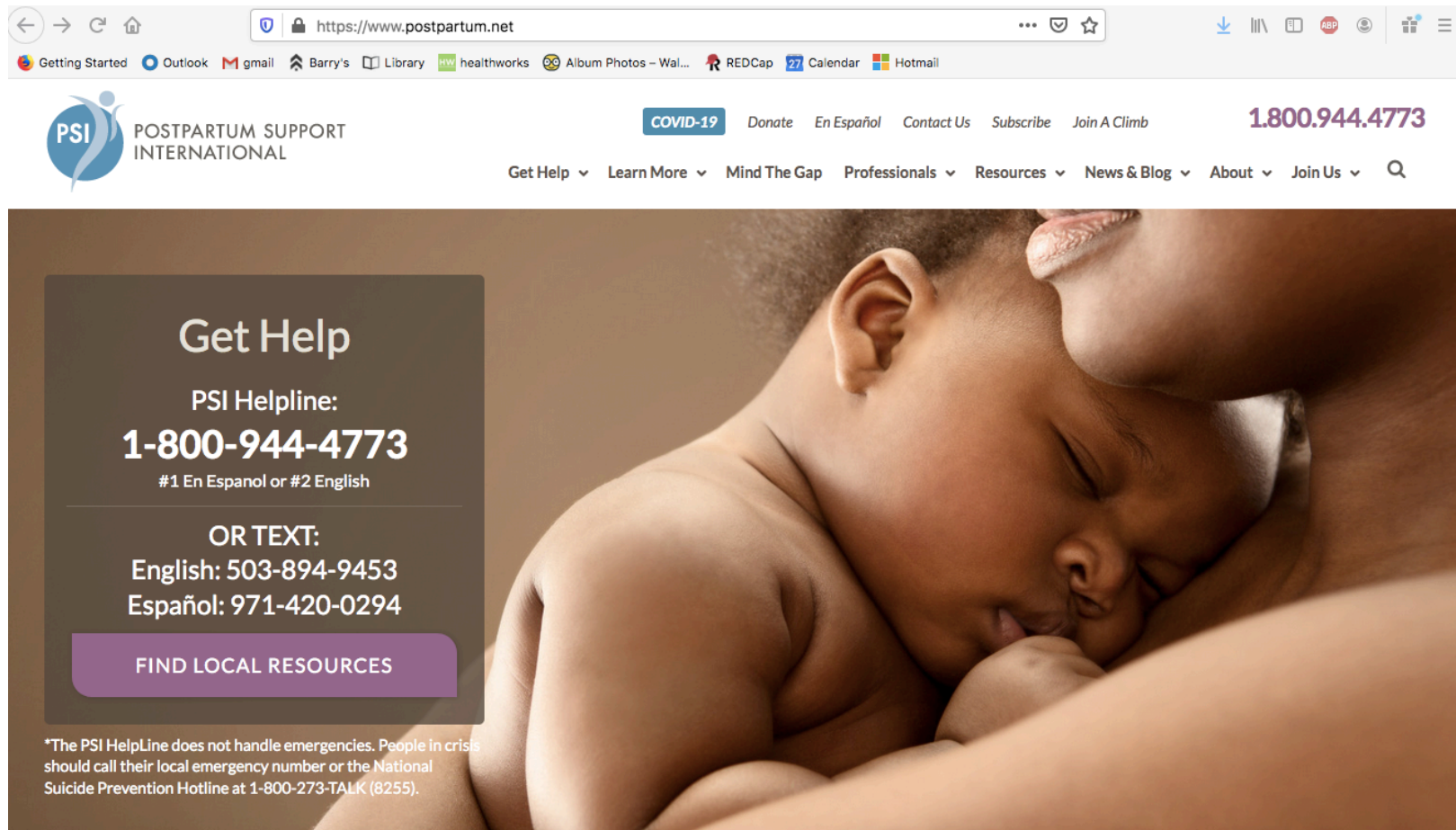
w+4

A few thoughts

- Equity: Universal protocols support consistent care
- Pros: Best we could do in March/April 2020 given restrictions of COVID pandemic and staff bandwidth
- Cons:
 - Inevitably will still result in missed mood/diabetes screening and contraception.
 - Best we could do given pandemic and staff bandwidth
- Data collection impending

Resources for mental health

Postpartum.net



The screenshot shows the homepage of Postpartum Support International (PSI). The browser's address bar displays the URL <https://www.postpartum.net>. The website's header includes the PSI logo, the text "POSTPARTUM SUPPORT INTERNATIONAL", and a navigation menu with links for "COVID-19", "Donate", "En Español", "Contact Us", "Subscribe", and "Join A Climb". A large phone number, 1.800.944.4773, is prominently displayed. Below the header, a dark overlay contains the "Get Help" section, which provides the PSI Helpline number (1-800-944-4773) and text-based contact options in English and Spanish. A purple button labeled "FIND LOCAL RESOURCES" is also present. At the bottom of the overlay, a disclaimer states that the helpline does not handle emergencies and provides the National Suicide Prevention Hotline number (1-800-273-TALK).

Get Help

PSI Helpline:
1-800-944-4773
#1 En Español or #2 English

OR TEXT:
English: 503-894-9453
Español: 971-420-0294

[FIND LOCAL RESOURCES](#)

*The PSI Helpline does not handle emergencies. People in crisis should call their local emergency number or the National Suicide Prevention Hotline at 1-800-273-TALK (8255).

Resources for mental health

Psychologytools.com

psychologytools.com/articles/free-guide-to-living-with-worry-and-anxiety-amidst-global-uncertainty/

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worry

Free Guide To Living With Worry And Anxiety Amidst Global Uncertainty



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Published
19 March 2020

Evaluating success/room for growth

- Measurement plan
 - Women with 6 wk pp visits
 - Contraception
 - EPDS
- Unaddressed challenges
 - SUD and DV screens at postpartum
 - Identifying those that don't follow up or aren't reached

Thank you!



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Questions?

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