



NHPQC Driver Diagram Visualizer (2026)

Informed Decision-Making

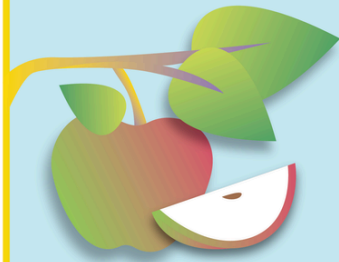



Change Ideas
Bring diverse patient voices and perspectives into decision-making and improvement efforts.



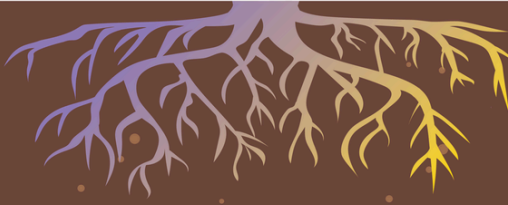
Secondary Drivers
Make sure patients have access to accurate, clear, and honest information.

Change In Action
Create a PQC Moms Group to provide tailored support and continuous follow-up, ensuring every participant feels comfortable, valued, and actively involved in the work



What Success Will Look Like
Families feel supported in informed decision-making.

Primary Driver
Collaborate with systems and organizations to promote practices that lead to better outcomes for all families.



Informed Decisions

Create conditions that enable perinatal patients to make informed decisions

Secondary Drivers

Collaborative approach grounded in authentic partnership

Ensure patient access to accurate and transparent information

Change Ideas

Provide patients information, support and resources to make informed decisions

Educate providers and health systems to: (1) recognize existing power dynamics; (2) value authentic partnerships with patients and families; and (3) adopt and sustain a culture of caring

Ensure patient participation and incorporate diverse perspectives and expertise in decision-making and improvement efforts

On the Ground Activities

Create an accessible, consumer-friendly system for sharing resources and referral options

Build out the NHPQC website with patient-facing content that acknowledges power dynamics and promotes shared decision-making tools

Provide accessible, research-informed didactic content for provider and staff education

Co-create education and communication materials with patients that express how they experience and perceive power dynamics in care

Communicate the importance of a culture of caring for everyone—providers and patients—using multiple methods

Disseminate a toolkit that supports providers in recognizing and addressing personal trauma experienced in the workplace

Create pilot provider support network to give peer support with challenging clinical outcomes

Create a PQC Moms Group to provide tailored support and continuous follow-up, ensuring patient participants feel comfortable, valued, and actively involved in the work

Educate PQC members on best practices for integrating patient voice through the newsletter, website, and community-conversation webinars