



UMC El Paso Shares Maternal Survey Insights

What Other Hospitals Can Learn

Congratulations to University Medical Center of El Paso for becoming the first hospital in Texas to complete the new maternal verification survey, which was conducted earlier this fall with Texas Perinatal Services. We recently sat down with UMC El Paso Director of Women's Services Gloria V. Delgado, MSN, RNC-OB, to get her insights into their maternal survey experience.

What steps did the hospital take to prepare in advance, and what did you find to be particularly helpful in getting ready for your survey?

Delgado/UMC El Paso: We started planning early because we knew we needed to start fast. It was all the minor details that took time. The preparation is similar to preparing for a Joint Commission survey, and the survey itself is just as intense as a Joint Commission survey. One of the things we did early on was a gap analysis that is accessible online from the state. Sure enough, those were the areas identified in the survey that we needed to work on. We didn't have a lot of time to fix them before our survey, but hospitals that have more time before their survey can do the gap analysis and fix any deficiencies.

To prepare for the survey, I put together several documents and organized them into folders for the participants. They included an agenda that we created based on what Texas Perinatal Services had sent me as a template. I also included a "findings" sheet that we used as we went through the charts to write down findings alongside the surveyors. That was very beneficial; from our findings notes, we already knew what the action plan was going to be before the surveyors even left the hospital. I also put together contact lists for everyone involved that included phone numbers.

Who all did you involve from the hospital side?

We set up three teams, and that worked very well. The "Lead Team" was in the room with the surveyors. Members included the maternal fetal medicine doctor, chief obstetrician, manager over Mother/Baby, nurse manager, representatives from Cerner and a few staff nurses.

We then had a "Call Team" list of contacts from departments across the hospital that were on standby if information or assistance was needed – everything from medical records, infection control, biomedicine and medical staff, to the education and quality departments.

Third, we had a "War Room" team that included the lead quality person, Mother /Baby nurse manager, and specialty person for policies and procedures. If the survey team needed anything, we called the War Room and that team would get it for us.

What was your impression of the survey team, and its work?

It was very impressive. They were very knowledgeable, and very efficient with their time. They knew what they were looking for. When we finished the audit, they told us right there where our opportunities were, so there were no surprises when we heard the report the next day. It was a very rewarding process.

Why did you choose to use TETAF/Texas Perinatal Services?

We knew their quality of work because they had done both our trauma and stroke surveys. In addition, our CEO wanted to be the first hospital in the state to be surveyed, and TETAF gave us the opportunity to do our survey quickly and achieve that goal. But more than anything, it was their reputation. Everything was very easy and accessible.

From your experience, do you have any advice you can offer to other hospitals as they start this process?

One thing that helped us a lot was having our chief OB and our maternal fetal medicine doctor very much involved. I recommend having your physicians onboard and going to their offices to meet with them regularly.

We divided the assessment tool to let different people and departments complete different sections. We had a month and a half to put everything together. I would suggest planning weekly meetings with your team to see where everybody is on their tasks and assignments. Doing daily tracers will help to keep up with quality. We had our doctors and managers present for the audits, but I would suggest also having the staff nurses present as well as administration. Be sure you involve people who really know how to go through the systems fast.

Preparing for Your Maternal Verification Survey: 5 Tips



1. Plan, plan, plan. Know the rules.



2. Take advantage of Texas Perinatal Services resources, like agenda templates.



3. Conduct a gap analysis before your survey.



4. Involve your physicians.



5. Share the workload; create teams to help before and during the survey.

About UMC El Paso

For 103 years, University Medical Center of El Paso has been providing exceptional, high quality care for the entire El Paso region. As El Paso's only not-for-profit, community-owned hospital and healthcare system, UMC is home to the region's only Level I Trauma Center. In addition, UMC also features El Paso's first and only hospital just for women and babies. The hospital, which is seeking Level 4 Maternal designation, has provided women's health services to the El Paso community for more than 40 years.

About Gloria Delgado

Gloria Delgado, MSN, RNC-OB, has 22 years' experience in women's health services. She has held positions as labor and delivery staff nurse, women's services nurse educator, unit director and director of women's services. She received her BSN from The University of Texas at El Paso, and a master of science in nursing and healthcare systems management specialization from Loyola University.