Quality Improvement: How the Voice of Intimate Partner Violence (IPV) and Sexual Assault (SA) Patients informs Practice and Research

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**Problem / Question**
- Explore how the voice of the patient can inform practice, policy and research for victims of intimate partner violence (IPV) and sexual assault (SA)

**Assumption**
- Patient Centered Outcomes Research Institute (PCORI) states that: patients make the best informed health care decision that results in improved health care delivery and outcomes when practice and research are guided by patients, caregivers and the broader health care community.

**Project Overview**
Patients were engaged through:
- Quality Improvement Process
- Patient Advisory Council
- Informed development of a research proposal

Stakeholders identified:
- Emergency Department, Infectious Disease, Social Services, Passageway, Women’s CARE patient, Ob-Gyn, Primary Care

**Quality Improvement - Methods**
- Chart Review of 126 Patients who presented to ED with sexual assault complaint
- Development of case review for IPV patients
- ED Follow-up for 186 IPV/SA patients via phone, text, and in-person appointments
- Increased patient contact from 27% to 87% with texting
- Patient inquiry:
  - What went well?
  - Suggestions for improvement
  - Engaged patients thru texting
  - Stakeholders insight

**Results**

<table>
<thead>
<tr>
<th>PATIENTS</th>
<th>STAKEHOLDERS</th>
</tr>
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<tbody>
<tr>
<td>Overwhelming</td>
<td>Silo Care</td>
</tr>
<tr>
<td>Chaotic</td>
<td>Lack of collaboration</td>
</tr>
<tr>
<td>Long Waits</td>
<td>Lack of protocols</td>
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<tr>
<td>Conflicting information</td>
<td>Unaware of community resources</td>
</tr>
<tr>
<td>Disjointed</td>
<td>Overwhelmed</td>
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</tbody>
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**Current Practice**

**Proposed Model of Care**

**Health Concerns Identified by DV/SA Patients**
- Depression
- Post Traumatic Stress Disorder
- Sleep Quality
- Physical Health
- Safety and Empowerment

**Develop, implement, and test a Patient-Informed Care Model for current IPV and SV patients**

**Figure 1:** Current BWH services, pre-intervention.

**Figure 2:** Improved BWH Services under Patient-Informed Care Model