



## PREM Announcement Memo

As an ICAN! Quality Hub health center, we are committed to improving the quality of and access to contraceptive care and providing same-day access to all birth control methods without financial barriers to patients. This includes our commitment to:

- Screening patients of reproductive age for their contraceptive needs and desires at every encounter, regardless of the primary reason for their visit.
- Providing contraceptive care that is TRUER: Trauma informed, Respectful, Unconscious-bias checked, Evidence based, and Reproductive well-being centered.
- **Offering patients the opportunity to provide feedback on their birth control visit.**

Every patient counseled on birth control should be offered Patient Reported Experience Measure (PREM) survey. This brief survey asks patients if they were listened to, respected, taken seriously, and given enough information to make the birth control decision that's right for them.

Flyers and patient cards with QR-codes to access the survey link will be available (enter location). (Enter staff role) should direct patients to the survey at the end of their visit. Experience has shown patients who are told their voice matters and can be used to help improve care for others are more likely to share their feedback. You can use this script to get started:

*Thanks for choosing us for your appointment. If you have 60 seconds, we would really appreciate you sharing your feedback by completing a brief survey on your birth control experience today. Your response is confidential, so we won't know it's from you and it helps us ensure we're providing the best possible care for our patients.*

We will share patient feedback with you during (enter where/how you will share PREM with staff) and will recognize staff doing an exemplary job by (enter recognition opportunity).

We appreciate your commitment to helping meet every patient's right to make the birth control decision that is best for them. If you'd like to access additional resources to promote patient-centered contraceptive care, you can visit [ican4all.org](http://ican4all.org). You can also contact our health center's ICAN! leads, (enter health center lead name and contact info) with questions.

Thank you,

(Your name)