**Meeting Notes**

* Can't drop meeting - it must be rescheduled
  + Consistency is key
* Visual and auditory needs, she prefers hand-on teaching methods !!
* One communication space is preference, we can make a gdrive folder specifically for things to share w/ Dr.Row
  + one shareable gdrive for documents (finalized)
  + one way of communicating async during the week
* Final presentation
  + Aug 2nd, @ centering pregnancy
  + 10 mins total - 3mins from student consultants, 7mins client
* I wonder if she wants to pair GLOW (gratitude, love, optimism, wellness) w/ the 555 method ? – this might be out of scope, but potentially good to keep an eye on - totally i love this
* Consistency is key - maybe a part of the proposal
* “I wish i had known there was a technique i could do to alleviate the pain during delivery”

**##Getting to know Dr.Pingul-Ravano**

1. *Could you share some background with us about your work? How do you define the work that you do*
   1. She sees herself as a healer first and foremost !!
   2. Top-down: chief of family medicine OB @ McGee - she oversees everything that happens there & at ShadySide
   3. There are 7-8 family medicine sites, she’s the director of Shadyside’s, but oversees all of the OB related things that are happening
   4. In PGH alone -> she oversees 3 hospitals: Shady: FM Residency Program, McKees, and St.Margaret – any decision made by those programs is under her umbrella
   5. She’s the Director of the only CP site that’s accredited in all of W. PA (it’s been this way for the last 3 years, the only one in the UPMC system)
   6. Grant funded through Shadyside Hospital Foundation past 10 years
   7. Residency @ West Penn → Fellowship in maternity care @ Brown
   8. March of Dimes grant funded centering pregnancy workshop, then ran a Centering Pregnancy @ AHN Forbes Hospital
   9. Founded hers in 2008-2009, in 2013 she moved to ShadySide, got the $30,000-$50,000 grants in 2014 till current day
   10. Centering is a part of her broader passion for women's health and maternity care, bridging the disparity gap between women in Allgh. county, BW are 2-3x more likely to have birth complications – preterm birth rate is 14%
   11. May the 4th be with you study in 2020 - how many women have a preterm birth rate
       1. No preterm births in this study! 52% BW, total size of study: 58
   12. Her Platform = every complication that can happen, 36% happen at birth or in this week, if you can prevent those [it can make a huge difference] – she believes that her 555 delivery is not just during or before they deliver, it can help reduce anxiety and health
   13. A lot of her patients don’t want to take medicine because of the stigma and taboo
2. *Could you tell us more about Centering Pregnancy? We saw that there are other hospitals like the Cleveland Clinic & UNC Health that have their own CP programs – do you also run these or is your work a branch of a larger initiative?*
   1. She does not run the other CP programs – hers began in 2014 !!
   2. Different branches @ dif hospitals
   3. Centering Healthcare Institute – it oversees different states
   4. There are only 13 CP places, in PGH they’re one of two (currently), Allegheny Health has one
3. *[Congratulate her on 10 years of Centering Pregnancy sessions] – How long have you been practicing your breathing technique, does it go hand-in-hand with CP as a program or do you teach your technique individually?*
   1. Both procedures (IUD, Nexplanon, Skin biopsy) and delivery - helps with anxious patients in these stressful situations
   2. Anecdote: Phone vocal meditation with patient - parked the car and did 555 together over audio
   3. She uses 555 with patients who may have worries, it’s a trauma-informed practice, it helps them focus on their breathing rather than the pain
   4. She’ll have a resident either operating (or herself) and then use it with them
   5. Every stage and at all ages
4. ~~How would you describe the work that you do and how does the 555 Technique relate to it? Is it core to your practice?~~
   1. Answered above – let’s come back to this later if we’re curious!

**##Understanding the Problem/Opportunity Space**

1. *Could you tell us a little about what you see as your goal in working with us over this summer?*
   1. She wants to be able to apply this to all of her patients – her patients often come to her, like, “I would love to put this in an application”
   2. She wants something reproducible, sustainable
   3. An app space that can be used by others, can be used by others - anyone (publicly available, remote of internet use)
   4. How can this continue to be used and applied (and maintained)
   5. Applicable to everyone, not just pregnant women? Who should this be targeted to?
   6. *When you envision the most exciting form of how your technique might be shared – either through a mobile application, a website, what is it that you imagine?* 
      1. She liked both the visual animations & what Headspace does – visual and auditory learning is really important for her, there are a lot of different aspects that she’d like to showcase and share !!
      2. If she was in a class, she would be really interested in something like this – Pulling over on the side of the road, she would want to do a guided meditation sort of experience (we could explore more in this space) // We could offer many options for experiencing the 555
      3. “Dr.Row is with you, even when I’m not with you”
      4. Visuals into Vocals → people can get oriented using it w/ a breathing then learn to do it on their own (this hints at an idea of having it be a learning process that helps orient you into using it in your day to day life)
      5. Multiple options: recording, just a visual, programming languages with language/audio, variety of options! Videos, Timed gifs, [interactive websites](https://philome.la/jace_harr/you-feel-like-shit-an-interactive-self-care-guide/play/index.html)
      6. Recurring notifications -> emails/text/alarm/etc.,.
   7. *How do you currently try to achieve [client goal]? (ex. How do you currently try to share information on your 555 Technique to patients?)*
      1. Workshops
      2. In Surgery
      3. Personal life– she wants to reach a broader audience, not just maternally based, applicable
   8. How effective is [current goal]? Could you walk us step by step how it happens?
2. *[Provide affirmation of client’s response and then–] How would you describe your business and its goals? We saw that you once said, “If there is one phrase that I can use for our Centering Pregnancy Program that connects most to UPMC’s mission, it is a model of patient-centered care. We focus on the patient, and they are involved in their own care.” – do you still think of this as your primary mission?*
   1. When you're in a state of anxiety, we can help people find mindfulness and peace for situational and overall well being.
3. *For the scope of this project, do you only want to focus on sharing information related to the 555 breathing technique specifically, or do the scope of your goals also include sharing education regarding other forms of prenatal care?* 
   1. She’s interested solely in showcasing the 555 Breathing technique [[ONLY]]
   2. This could be integrated into a larger organization / thing she uses for her prenatal patients!! It’s for wellness overall, not just this !
4. ~~Do you think of the work that you do as a business?~~ 
   1. ~~if Y -> What’s your current business model? How do you run and manage it?~~
   2. I have a feeling the answer to this is like for sure no ? LOL REAL

**##Context Gathering**

1. *We saw some of your work with the breathing technique at your workshop yesterday, how frequently do you host workshops of this kind?* 
   1. Weekly, they’re 10-weeks long, twice a year
   2. *Is this workshop the only way you currently share your breathing technique with patients? How do you introduce it to them?*
      1. Nope! See question 5g above !!
   3. *We were so excited and glad to meet Maggie & N’Kia– Does anyone else help you run these workshops or otherwise care for your patients?*
      1. They do help w/ the 555 technique, her residents also help and know it as well!! Many people know about it, her nurses include and promote it because they know it works – there is a large scale group that utilizes it !!
   4. Do all of your patients come to these workshops, or only some?
      1. Not all of the moms in the workshop are her patients, they’re also resident’s patients !!
2. *Could you share any resources about both CP & the 555 Technique with us to familiarize ourselves more?*
   1. There isn’t any literature about it specifically, she just created it for her work – she wants to move into that space more (this is like a sub-goal of her’s!)
   2. No one really does this @ McGee rn, usually they count for them in a loud space, but she wants to center it on the patient's breathing and tap into data about people post-procedure and the pain they have // how to reduce anxiety + lead to healthier babies // etc.,. → we should look more into birthing moms and breathing techniques!!

**##Tech**

1. *What’s your relationship to technology like currently?*
   1. She’s very low-tech !! She isn’t very savvy and wants something very simple to use and maintain
   2. *What about Meditation applications – Do you have applications you enjoy to use, or seem exciting to you? Do you enjoy applications like HeadSpace, Calm, or Smiling Mind?*
      1. She does not use applications like these!!
2. *How do you currently use technology within your work with CP?*
   1. Perhaps not a necessary ask – let’s follow up on this?

**##Wrapping Up**

1. *How would you best like to communicate with us as a team? This channel would just be for sharing agendas, connecting questions throughout the week, stuff like that*
   1. Two forms of communications
      1. Documents → she has a file we can put finalized documents inside of!!
      2. Urgency: texting → we can text her for last minute changes and things of that nature, we can let her know ASAP
      3. Non-urgency: emails !! if something comes up that we need sooner, text her just in case
   2. So far, we’ve spoken through email, we generally just text between the two of us.
   3. Do you have a preference for meeting channels?
2. In addition, what hours should we expect to hear back from you? We’ll try not to ask pressing questions over the weekend, but on what cycle do you anticipate being able to respond to questions we have or follow up on meeting?
   1. Response cadence → if less than 24 hours, it’s because she’s in McGee in Service or post-call and needs time to relax
   2. She won’t answer if she’s away or out of the country !!
   3. Weekends are not a hard boundary for her, it’s okay to message her, but it’s totally alright if she gets back to us later on!
3. Could you let us know at our next meeting of specific dates where you’ll be in a different time-zone, it’s okay if you’re not aware yet, but just so we can anticipate this ahead of time!
   1. N/A, we’ll find out yet !!
   2. In person meetings @ CMU or @ ShadySide hospital?
      1. CMOA Museum – Mondays 12-1
      2. Starting on June 3rd
   3. Let’s double check the schedule of in-person or zoom meetings!

* Budget?
* App or website (or something else entirely)?