BACKGROUND

- Every year nearly 15 percent of babies born in the United States (close to a half million) are admitted to the Neonatal Intensive Care Unit (NICU) for a variety of health conditions. The most common reason is prematurity (born before 37 weeks gestation). NICU admissions also include birth defects, breathing difficulties, and infections, among other factors.
- Providing family-centered care and excellent patient care experiences is a priority for many NICUs, yet the challenge remains to create and sustain measurable success.
- Implementing nurse leader rounds is an evidenced-based practice with proven results. When effectively implemented, nurse leader rounding has the ability to acquire actionable information ensuring the delivery of safe and high-quality care, gather staff recognition opportunities, and identify improvement opportunities.
- Patients recalling a nurse leader visiting during their stay reported higher levels of overall satisfaction and likelihood for success.
- Family follow-up cards were added to the rounding process on July 6, 2016, and 135 cards were sent to families that discharged by August 24, 2016.

AIMS

We set out to create an effective, standardized approach to daily nurse leader rounding with the goals of integrating parents and families as improvement partners, measure and manage patient experience in real-time, and automate the process to ‘manage up’ staff members.

METHODS

- Team huddle to decide to implement rounds
- Brainstorming ways to round
  - Ask about patient experience so far
  - Anyone that made hospital stay ‘extra special’?
  - Concerns that need to be addressed
  - Follow-up if needed
- Process for tracking unit admissions and discharges
- Plan for documenting rounding and follow-up process
- Set targets for timeline to round on a family
- Communication among leadership team to ensure families are seen as soon as possible after admission
- Rounding results reviewed weekly at unit leadership meetings

OUTCOMES AND LESSONS LEARNED

- Between April 5, 2016 to August 24, 2016, nurse leaders rounded on 430 families.
- Beginning June 29, 2016, nurse leaders began to formally ‘manage up’ staff by sending patient specific thank you notes. Within 2 months, 89 notes were sent to nurses, carepartners, medical receptionists, guest services representatives, nutrition services, physicians, and social workers.
- Family follow-up cards were added to the rounding process on July 6, 2016 and 135 cards were sent to families that discharged by August 24, 2016.
- Wins
  - Visiting policy revised
  - Pack n play purchased for discharged twin visits – able to reinforce ‘safe sleep’
  - Peek a boo visit prior to heart surgery
  - ‘My whole family was together for the first time – maybe the only time.’
  - Teen mom delivered preemie during senior year – connected her with hospital teacher and able to complete coursework and graduate on time
  - Meal trays provided for breastfeeding moms and meal offerings upgraded
  - Embraced technology – unit iPads
    - Providers able to facetime with inpatient mothers separated from their infant
    - Outside facility / medically unable to visit from Vanderbilt Postpartum unit
  - Process change for transferring calls to the bedside
- Press Ganey patient satisfaction scores reflect improvements in service excellence

FAMILY CONNECTIONS

- Efforts to ensure nurse leader rounds are sustained may lead to continued improvement in unit practices and increased patient satisfaction scores.
- Sustaining nurse leader rounding may lead to increased engagement and satisfaction scores.
- Broadening the use of technology may assist with improving family updates.
- Targeting efforts to discuss post-discharge surveys during nurse leader rounds may help to increase the number of completed patient satisfaction surveys submitted.

CONCLUSIONS

- Nurse leader time requirement found to be manageable and valuable
  - Challenges de-escalated
  - Unit improvements made
- Engagement of bedside nursing staff increased
  - Notified nurse leaders that families are at the bedside
  - Thanked nurse leaders in response to being ‘managed up’
- Implementing one proven practice at a time increases likelihood for success
- Regular review of patient experience data to assess progress, recognize improvements, and address gaps in performance
- Focus on both the quantity and quality of the rounding experience

REFERENCES


CONTACT INFORMATION

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NEXT STEPS

- Nurse leader time requirement found to be manageable and valuable
- Challenges de-escalated
- Unit improvements made
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REFERENCES


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