Improving Patient Safety & Communication through Multidisciplinary Rounds

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Aim Statement:
Through the development and implementation of multidisciplinary practice changes, we will improve overall level of safety and parent satisfaction.

Staff identified the #1 way to improve safety was by improving communication.

Our MDR Journey

Jan 2014 – Individualized, disconnected care team daily workflows (Provider bedside rounding model)

Mar 2014 – Aug 2014 – Trialed various models with minimal success

Why were we not successful?
- Resistance to change; team didn’t see benefit of an MDR model
- Change saturation in the NICU
- Perceived as a top-down driven requirement

Sept 2014 - Kaizen event, which included 20 members of the NICU MDR team, developed a standardized process for updating the daily POC within an MDR model

Why were we successful?
- Team-driven ➔ ownership
- Immediate ∙ family feedback
- Monthly feedback through PRC (Family Satisfaction Data)

NIcu Team Results

Nurses Feedback
NICU nurses received a survey on their perception of rounds. The results were overwhelmingly positive!

Provider Feedback
“I find rounding as a team efficient, comprehensive, and family centered. It has been a huge success. Most importantly, we are creating better daily plans for the patients.”
- Neonatologist (Mission Neonatology Practice)

“The plan is designed with input from a variety of disciplines through a predictable and consistent process. Not only are the plans created better than ever, but the enhanced communication keeps the team on the same page which lends to consistent execution of the plan, minimized frustrations, and enhanced parent satisfaction.”
- NNP, (Mission Neonatology Practice)

Family Results

History data shows over half of NICU patients stay 10 days or less.

Next Steps:
• Maintain the gains
• “Hardwire” best practices for family engagement
Family’s choice for level of involvement
Patient portal
Refine and standardize key phrases/verbiage

Daily MDR “Must Do’s”
- Round on every baby, every day
- Personal invitation to rounds, explain the process
- Begin daily by 930 am.
- Ensure everyone has a chance to speak
- Nurse-led verbal summary of updated POC
- All orders completed during rounds

Family Feedback
“...including... the parents. I feel like that was very outstanding for me to be able to sit in on that. They just talk about my baby... I got to sit in and listen to their assessment... Everybody from respiratory to dietician”
- NICU Parent

“The doctors were outstanding in keeping the parents updated.”
- NICU Parent

Our North Star
“Partnering with Families to Provide Outstanding, Compassionate Care”