

# Improving Patient Safety & Communication through Multidisciplinary Rounds

## Mission Children's Hospital – Asheville, NC

Contact: Linda Y. Smith, RNC-NIC, MSN, IBCLC (LindaYSmith@msj.org)



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

**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

### Our MDR Journey

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

**Mar 2014 – Aug 2014** – Tried 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

**Oct 2014 – Sept 2016**

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

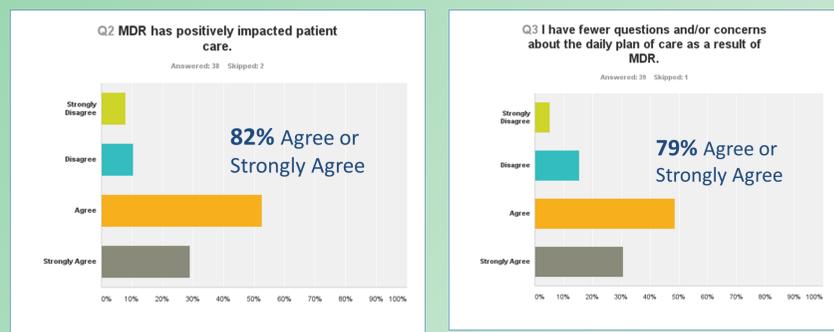
#### Aim Statement:

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

### NICU Team Results

#### Nurses Feedback

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

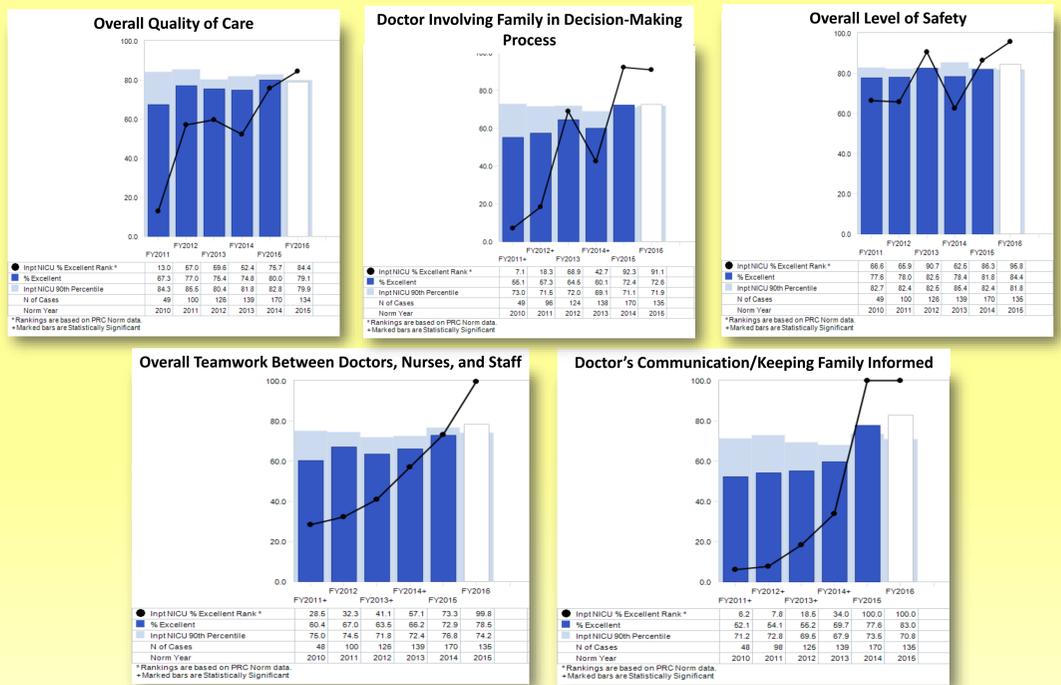


#### Provider Feedback

"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



#### 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

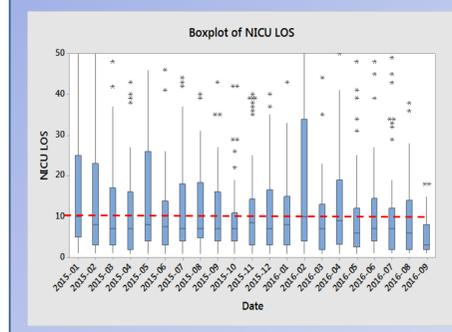
"The doctors were outstanding in keeping the parents updated."  
-NICU Parent

### 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

### 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



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

### OUR NORTH STAR

"Partnering with Families to Provide Outstanding, Compassionate Care"



September 2016