A COLLABORATIVE APPROACH TO INCREASING FAMILY SATISFACTION IN THE NICU

Arilna Cario, BPS, BSN, RN
Francesca M. Leo, BSN, RN, IBCLC, CLC
Nursing Care Coordinators
NewYork-Presbyterian/Morgan Stanley Children’s Hospital

Objective

• Discuss two ways to increase family satisfaction.

Disclosures

• We have nothing to disclose.
Two Roles, One Goal

- **L & D Nurse Liaison**
  - A self-directed, multi-faceted position connecting the L & D experience with the NICU experience prior to and after delivery

- **Discharge Nurse Liaison**
  - A self-directed, multi-faceted position enhancing the discharge experience by building a partnership between the patient’s family and bedside nurse

- **Collaborative Roles**
  - Utilizing both L & D and Discharge Nurse Liaisons enables our NICU to provide a comprehensive approach to family education and support across the continuum from birth to discharge.

Needs Assessment

- **Press Ganey Data**
  - Failure to meet hospital targets for Press Ganey scores
  - Opportunities for improvement in the delivery and discharge aspects of the NICU experience

- **RN and NICU family feedback regarding**
  - Transitional Nursery (TN) and discharge process
  - Improve organization of process
  - Provide more complete education
Addressing the Need

- Presented concerns about family satisfaction to the Unit Council
- Decided to implement a liaison nurse to focus on the areas in need of improvement
  - One each for delivery and discharge
- Surveyed staff on the idea of both roles
  - Responsibilities it should address
  - How the role can be utilized best to improve the NICU family experience

L & D Nurse Liaison

Initial Role
- Attend high-risk deliveries
- Assist with resuscitation of infant in the Transitional Nursery
- Visit parents and give an update on infant’s status

Initial Barriers
- Parents’ recognition of NICU staff member presence at deliveries
- Inability to have 24/7 coverage
- Staff buy-in that this role is making a positive difference in the NICU family experience

Current Evolution – L & D Nurse Liaison

- Role has evolved to include the following responsibilities:
  - Visit high risk mothers in antepartum
  - Check emergency equipment for the delivery
  - Assist in resuscitating and stabilizing infant
  - Update parents regarding infant’s status
  - Visit mom postpartum
- Other responsibilities include:
  - Complete welcome brochure and include photo of the baby/babies
  - Assist with obtaining breast pump and reinforce instructions from Lactation Consultants
  - Log all attended deliveries in a binder to track compliance rates
  - Complete an SBAR to pass on to next Liaison
  - Chart what was completed in the education note under shift assessment in Eclypsis
Discharge Nurse Liaison

Initial Role
- Identify patients close to discharge and recognize their individual needs
- Assist with special education for families
  - NGT placement and care, tracheostomy care, etc.
- CPR/Choking classes
- Discharge phone calls

Initial Barriers
- Inability to have 24/7 coverage
- Staff buy-in that this role is making a positive difference in the NICU family experience
- Confusion of role responsibilities
- Unable to achieve 100% attempt rate for discharge phones calls

Current Evolution – Discharge Nurse Liaison

- Role has evolved to include the following responsibilities:
  - Round to identify patients going home within 4 weeks
  - Identify potential discharge barriers and assist in closing gaps
  - Instruct infant care classes
  - Teach specialized cares that need to be performed by parents
  - Lead CPR/Choking Classes
  - Finalize tests and appointments required prior to discharge
  - Make discharge phone calls
    * Assess status of baby recently discharged
    * Alert the family to the survey they will receive
  - Send thank you notes to families following phone call

What’s in a Number? – L & D Nurse Liaison

<table>
<thead>
<tr>
<th>Press Ganey Question</th>
<th>2015 vs 2014</th>
<th>2015 vs 2014</th>
<th>Percentile Rank*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mean Score</td>
<td>Percentile Rank*</td>
<td></td>
</tr>
<tr>
<td>Std Delivery</td>
<td>3.0</td>
<td>26</td>
<td></td>
</tr>
<tr>
<td>Info given during delivery re: baby</td>
<td>0.7</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Emotional support to mother</td>
<td>3.1</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>Staff let mom see baby</td>
<td>3.0</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Info re: baby’s condition at birth</td>
<td>4.5</td>
<td>41</td>
<td></td>
</tr>
<tr>
<td>Info re: events post delivery</td>
<td>3.6</td>
<td>37</td>
<td></td>
</tr>
</tbody>
</table>

*Percentile rankings based on All Facility Database: 14.126
Benchmarking period: 1.1.15 - 12.31.15
What’s in a Number? – Discharge Nurse Liaison

<table>
<thead>
<tr>
<th>Press Ganey Question</th>
<th>2015 vs 2014 ▲ Mean Score</th>
<th>2015 vs 2014 ▲ Percentile Rank*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Std Discharge</td>
<td>1.7</td>
<td>23</td>
</tr>
<tr>
<td>Training: meds and equip for home</td>
<td>0.1</td>
<td>1</td>
</tr>
<tr>
<td>Opportunity to care for baby on own</td>
<td>1.8</td>
<td>28</td>
</tr>
<tr>
<td>Prepared to feed baby at home</td>
<td>1.1</td>
<td>10</td>
</tr>
<tr>
<td>Information about follow-up care</td>
<td>1.9</td>
<td>25</td>
</tr>
<tr>
<td>Prepared for discharge</td>
<td>2.0</td>
<td>16</td>
</tr>
</tbody>
</table>

Success Through Collaboration

- New and different way of thinking about NICU family education
- Able to quickly recognize challenges faced by each family through communication
- Work in partnership to create tangible resources for NICU families
- Offer emotional support to families
- Provide physical support to staff
- These initiatives helped contribute to an improvement in overall family experience, 1.9 points and 22 percentile ranks, year over year (2015 vs 2014)

THANK YOU!!!

- L & D and Discharge Nurse Liaisons and the Patient Centered Care Specialist at NYU/MSCRONF for their assistance in providing us with valuable information for our presentation
- Our supervisors for their support during our preparation for this forum
- Synova for allowing us the opportunity to present
- The audience for giving us their undivided attention and support