Improving the NICU Experience Through Experience-Based Co-Design

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Sarah Pearce

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Improving the NICU Experience Through Experience-Based Co-Design

Providence Portland Medical Center, Portland, OR
Julie Metcalf, NNP & Sarah Pearce, MD

Measurements Table

<table>
<thead>
<tr>
<th>Measure</th>
<th>Description</th>
<th>Numerator</th>
<th>Denominator</th>
<th>Unit of Measure</th>
<th>Data Source</th>
<th>Measurement Frequency</th>
<th>Source of Applicable Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of families with documented parent participation in the last 72 hours prior to discharge</td>
<td># families that have documented parent participation in the last 72 hours prior to discharge</td>
<td>All infants discharged to home</td>
<td>Percent</td>
<td>EMR</td>
<td>Every shift for last 72 hours of hospital stay, verified via EventTracker every 2 weeks using NICU Logbook</td>
<td>Safety, Family-Centered</td>
<td></td>
</tr>
<tr>
<td>PCU Follow-up Rate</td>
<td>All bedside nursing staff</td>
<td>Staff Survey Monthly</td>
<td>Percent</td>
<td>EMR</td>
<td>Monthly</td>
<td>Safety, Efficiency, Effectiveness, Family-Centered</td>
<td></td>
</tr>
</tbody>
</table>

Collaborative event with staff & families

Priorities for Change:
- NICU Noise Level
- Sense of community/social meeting times for families
- Trays for Mothers
- Personalization/Individualization of Care
- Family participation in Rounds
- Consistency in who is caring for t
- Discharge support
- Mental health support

Who are We?
- 19 Bed Type A NICU in a community setting in Portland, OR.
- All private rooms
- ~2600-2800 births per year. NICU admissions ~ 400 per year.
- ~12% are outborn
- Gestational age limit of 28 weeks.
- No surgical services. Infants needing surgical care are transferred to Providence St. Vincent.

Background
Experience-based Co-design is a method of quality improvement using patient or parent interviews and narratives to improve services. In medicine, we often wait for complaints instead of involving the family unit as members of the team. This approach places families in the forefront of quality improvement and really values both the staff and family input together to make change. In conjunction with the Vermont Oxford Network (VON) and the Point of Care Foundation, Providence Portland Medical Center (PPMC) NICU participated in an internet-based collaborative focusing on critical transitions in neonatal care.

- We conducted 14 staff interviews.
  - Challenges:
    - Creating psychological safety for staff to feel comfortable participating in the interviews.
  - Themes identified from the staff interviews:
    - Communication
    - NICU Environment
    - Family Support

- We conducted 14 family interviews.
  - Themes identified from the family interviews:

Co-design Key Driver Diagram

Aim
- Global Aim: Increase family integration to promote a positive family experience in the NICU at PPMC.
- Primary Drivers: NICU Environment, Family Support, Standardized Processes / Consistency
- Secondary Drivers: Breastfeeding, Rooming-in
- Change Ideas: Exit Daily, Family-Driven, Family Support, Virtual NICU Tours, Discharge Checklist, Excel Tracker

Team Members and Acknowledgements
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