Strategies To Improve Interdisciplinary Communication In An Acute Care Inpatient Pediatric Unit

Sarah Thompson
Maine Medical Center

Haley Pelletier
Maine Medical Center

Barbara Bush Children's Hospital-Inpatient, Maine Medical Center

Suneela Nayak
Maine Medical Center

Ruth Hanselman
Maine Medical Center

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Recommended Citation
Thompson, Sarah; Pelletier, Haley; Barbara Bush Children's Hospital-Inpatient, Maine Medical Center; Nayak, Suneela; Hanselman, Ruth; and Tyzik, Stephen, "Strategies To Improve Interdisciplinary Communication In An Acute Care Inpatient Pediatric Unit" (2017). Maine Medical Center. 2.
https://knowledgeconnection.mainehealth.org/mmc/2

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**Problem/Impact Statement:**

Previous to this KPI, Nursing was not included in daily rounding with the physician teams, which led to sub-optimal interdisciplinary communication. This kind of communication is considered “best-practice” at similar hospitals, which has been shown to improve patient and family satisfaction, as well as a reduction in length of stay and readmission rates.

**Scope:**

In scope: All Nursing and Resident Physician staff working within BBI at Maine Medical center
Out of scope: Other units utilizing Operational Excellence and KPI implementation at Maine medical center

**Goal/Objective:**

100% of the time RNs will be called to AM rounds on Mon/Tues/Wed/Fri and updated on the plan of care Thur./Sat./Sun. for all patients covered by the pediatric residents.

**Baseline Metrics/Current State:**

- KPI Start: 95% of the time, RNs are called to AM rounds with the medical staff team.

**Root Cause Analysis:**

- Continue with random audit of RN attendance to AM rounds to confirm this behavior is hard wired
- With Resident transition, provide expectations for interdisciplinary rounding
- Nursing leadership and Attending Physicians must work together to further reinforce this “best practice” measure until it is a consistent part of the care environment

**Countermeasures**

<table>
<thead>
<tr>
<th>Action</th>
<th>Owner</th>
<th>Due Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data collection done by residents (self-reporting)</td>
<td>BBI OpEx Committee</td>
<td>8/18/2016</td>
<td>Completed</td>
</tr>
<tr>
<td>Evaluate for culture change</td>
<td>BBI OpEx Committee</td>
<td>10/19/2016</td>
<td>Completed</td>
</tr>
<tr>
<td>Reached out to chief resident</td>
<td>BBI OpEx Committee</td>
<td>11/7/2016</td>
<td>Completed</td>
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<tr>
<td>Ensure all members of the team fully understand the process and pro-</td>
<td>BBI OpEx Committee</td>
<td>11/30/2016</td>
<td>Completed</td>
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<tr>
<td>actively remind all residents covering the month of December</td>
<td></td>
<td></td>
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<tr>
<td>Identify a KPI Sponsor</td>
<td>BBI OpEx Committee</td>
<td>2/2/2017</td>
<td>Completed</td>
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<tr>
<td>Start monthly resident “welcome letter” with important unit reminders</td>
<td>BBI OpEx Committee</td>
<td>2/6/2017</td>
<td>Completed</td>
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<tr>
<td>Rounding audit to gather detail on areas for improvement</td>
<td>BBI OpEx Committee</td>
<td>3/15/2017</td>
<td>Completed</td>
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<tr>
<td>Institute random audits by BBI OpEx Committee member, in order to</td>
<td>BBI OpEx Committee</td>
<td>N/A</td>
<td>Ongoing</td>
</tr>
<tr>
<td>ensure the behavior is hard wired. If there appears to be a relapse in</td>
<td></td>
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<tr>
<td>behavior, the KPI will be reinstated</td>
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</tbody>
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**Outcomes**

- After undertaking this KPI goal, and utilizing operational excellence...
  - 95% of the time, RNs are called to AM rounds with the medical staff team.

**Next Steps**

- Continue with random audit of RN attendance to AM rounds to confirm this behavior is hard wired
- With Resident transition, provide expectations for interdisciplinary rounding
- Nursing leadership and Attending Physicians must work together to further reinforce this “best practice” measure until it is a consistent part of the care environment

**Executive Sponsor:** Mark Parker
**Facilitator:** Haley Pelletier