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

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Project: Barbara Bush Inpatient - Interprofessional Rounds
Last Updated: 8/21/2017

Executive Sponsor: Mark Parker
Facilitator: Haley Pelletier



Team Members: Sarah Thompson, BBI Staff, Suneela Nayak, Stephen Tyzik, Ruth Hanselman

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:

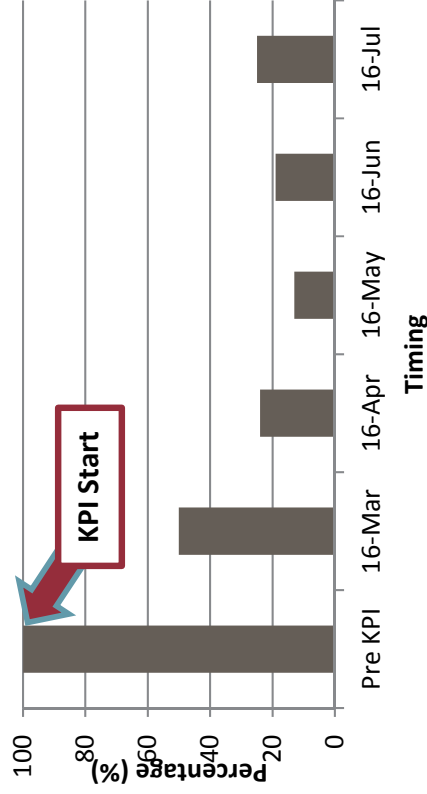
In scope: All Nursing and Resident Physician staff working within BBI at Maine Medical center
 Out of scope: Other units utilizing Operational Excellence and KPI implementation at Maine medical center

Goal/Objective:

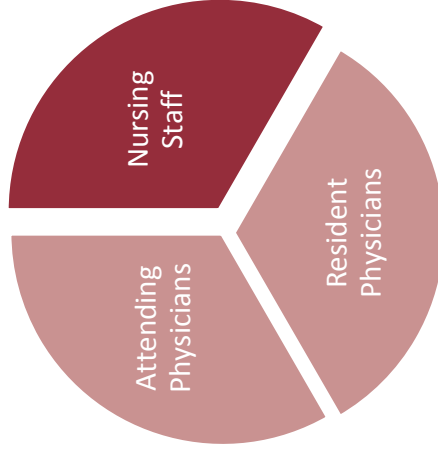
100% of the time RNs will be called to AM rounds on Mon/ Tues/ Wed/ Fri and updated on the plan of care Thur./Sat./Sun. for all patients covered by the pediatric residents.

Baseline Metrics/Current State:

% of RNs not called to medical staff rounds



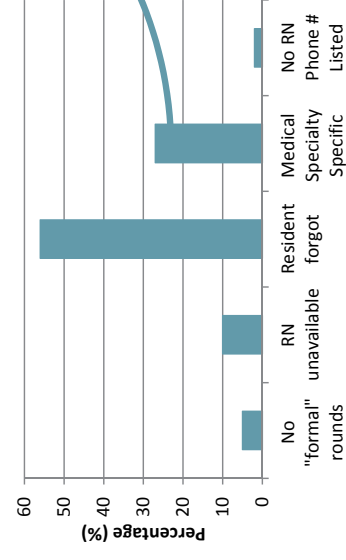
Baseline of Care-Team Communication



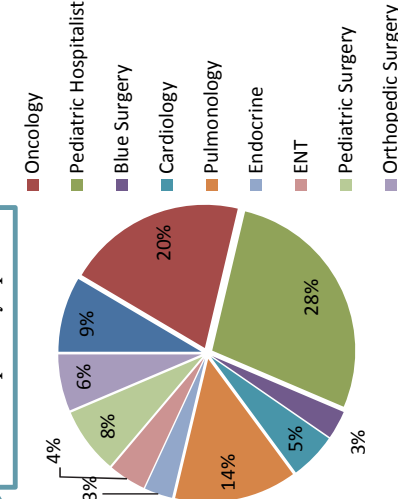
Current State: Nurses (RNs) are not called to provider rounds, as this is not currently an expectation.

Root Cause Analysis:

% of Total: Reasons why RN was not called to medical staff rounds



Medical Specialty Specific



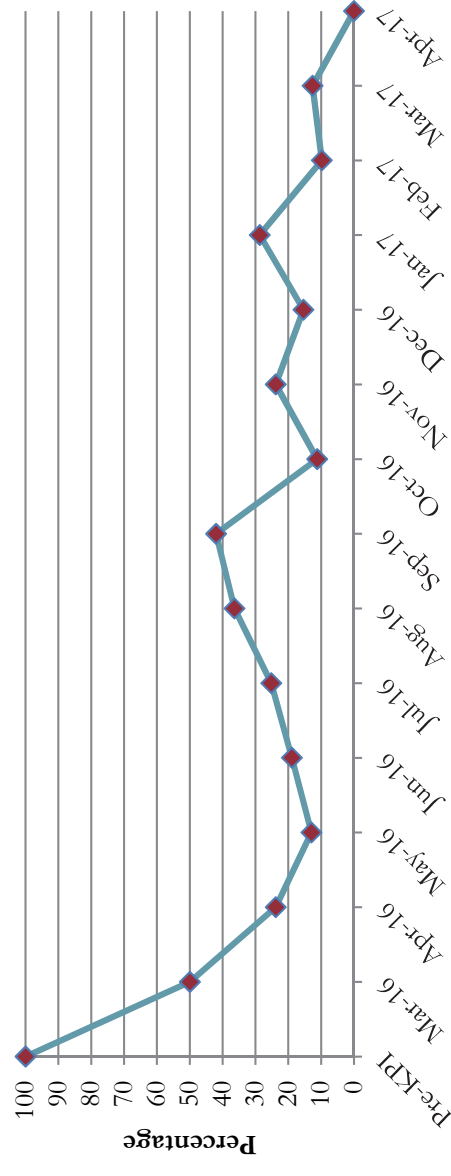
Countermeasures

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

Outcomes

After undertaking this KPI goal, and utilizing operational excellence...

% of RNs Not Called to Medical Staff Rounds



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 re-enforce this “best practice” measure until it is a consistent part of the care environment

Plan

Do

Study

Act