8-21-2017

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*

Follow this and additional works at: https://knowledgeconnection.mainehealth.org/mmc

Part of the Communication Sciences and Disorders Commons, Interpersonal and Small Group Communication Commons, Interprofessional Education Commons, Occupational Therapy Commons, Other Rehabilitation and Therapy Commons, Pediatric Nursing Commons, Pediatrics Commons, Physical Therapy Commons, Recreational Therapy Commons, Respiratory Therapy Commons, Social Work Commons, and the Vocational Rehabilitation Counseling Commons

**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

This Article is brought to you for free and open access by the All MaineHealth at MaineHealth Knowledge Connection. It has been accepted for inclusion in Maine Medical Center by an authorized administrator of MaineHealth Knowledge Connection. For more information, please contact mckeld1@mmc.org.
**Project: Barbara Bush Inpatient - Interprofessional Rounds**

**Last Updated:** 8/21/2017

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

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

---

**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**

![Graph showing percentage of RNs not called to medical staff rounds]

**Baseline of Care-Team Communication**

- Attending Physicians
- Nursing Staff
- Resident Physicians

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**

![Graph showing reasons why RNs were not called]

**Medical Specialty Specific**

- Neurosurgery
- Oncology
- Pediatric Hospitalist
- Blue Surgery
- Cardiology
- Pulmonology
- Endocrine
- ENT
- Pediatric Surgery
- Orthopedic Surgery

---

**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>
</tr>
<tr>
<td>Ensure all members of the team fully understand the process and proactively remind all residents covering the month of December</td>
<td>BBI OpEx Committee</td>
<td>11/30/2016</td>
<td>Completed</td>
</tr>
<tr>
<td>Identify a KPI Sponsor</td>
<td>BBI OpEx Committee</td>
<td>2/2/2017</td>
<td>Completed</td>
</tr>
<tr>
<td>Start monthly resident “welcome letter” with important unit reminders from nursing leadership</td>
<td>BBI OpEx Committee</td>
<td>2/6/2017</td>
<td>Completed</td>
</tr>
<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>
</tr>
<tr>
<td>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.</td>
<td>BBI OpEx Committee</td>
<td>N/A</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>

---

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