10-11-2018

Mother Baby Discharge Process

Zander Abbott  
*Maine Medical Center*

Maria Tkacz  
*Maine Medical Center*

Suellen Clark  
*Maine Medical Center*

Justyna Coleman  
*Maine Medical Center*

Dave Cox  
*Maine Medical Center*

See next page for additional authors

Follow this and additional works at: [https://knowledgeconnection.mainehealth.org/mmc](https://knowledgeconnection.mainehealth.org/mmc)

Part of the [Health and Medical Administration Commons](https://knowledgeconnection.mainehealth.org/mmc), and the [Maternal, Child Health and Neonatal Nursing Commons](https://knowledgeconnection.mainehealth.org/mmc)

**Recommended Citation**  
Abbott, Zander; Tkacz, Maria; Clark, Suellen; Coleman, Justyna; Cox, Dave; Cyr, Kathy; Economides, Sharon; Johnson, Jen; Lamore, Stacy; McNulty, Mary; Moody, Joy; Morin, Heidi; Palleschi, Cathy; Sinkin, Josh; Tyzik, Stephen; and Wild, Helen, "Mother Baby Discharge Process" (2018). *Maine Medical Center*. 721.  
https://knowledgeconnection.mainehealth.org/mmc/721

---

This A3 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.
Collaborating with two nurses in the spring resulted in a new checklist discharge tool (top left), one for vaginal and one for C-section patients, that imitates a care pathway to spur dialogue between the patient and the care team and within the care team.

Countermeasures

Consider assessing the following potential pilots through KPIs:

- Measuring the utilization of the new checklist by patients, nurses and physicians.
- Measuring the impact of implementation and changes to interdisciplinary rounding on discharge time
- Acceptance of offering moms the option to opt out of seeing the attending on the day of discharge, or administering a survey assessing whether they would be interested in the option
- Returning ownership of providing patients the discharge videos from CNAs to RNs

Outcomes

Consider assessing the following potential pilots through KPIs:

- Measuring the utilization of the new checklist by patients, nurses and physicians.
- Measuring the impact of implementation and changes to interdisciplinary rounding on discharge time
- Acceptance of offering moms the option to opt out of seeing the attending on the day of discharge, or administering a survey assessing whether they would be interested in the option
- Returning ownership of providing patients the discharge videos from CNAs to RNs

Next Steps

- With the new team, hold a Kaizen event or series of meetings to review the current state process map, observations from shadowing, fishbone diagram, issues identified by team members; then conduct a root cause analysis on each significant problem, review potential solutions, and design a new solution / care pathway to implement.
- Regular meetings with new team members began this fall. The new team began with developing a list of pain points and barriers, which will lead to creating a new fishbone. I plan to shadow the work of the team throughout their process.