

Change Management & Sustainability



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From Pilot Study to Unit Philosophy

Using Pilot Cohort Study of Family Integrated Care as methodology

- Significantly higher weight gain in FIC infant
- Significant increase in breastfeeding
- Decrease in parental stress scores



Change Process

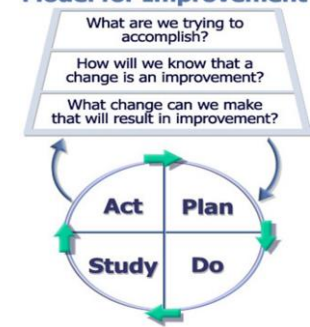
Eight Steps To Successful Change - John Kotter



Using improvement methodology to incorporate Family Integrated Care as part of daily practice

- * Establishing a clear vision
- * Measuring and monitoring outcomes
 - Number of Parents presenting on rounds
 - Number of Parents performing Kangaroo Care
 - Number of Parents attending education sessions
 - White board audits
 - Number of Safety Reports

Model for Improvement



Strategies to ensure sustainability

- * FICare targets as accountabilities
 - Leadership support
 - Part of performance review process
- * Building internal capability through staff and families engagement
 - FICare committee (front line staff champions)
 - Multidisciplinary team approach
 - Dedicated Parent Resource Nurse
 - Creative use of Volunteer resources
 - Family Advisory Committee
 - Parent Buddy Program

Strategies to ensure sustainability continued

- * Maintaining a high profile
 - Quarterly Family Integrated Care Newsletter
 - Yearly Picnic and Holidays Celebrations
 - Lunch and Learn presentations
 - Developmental Care Interdisciplinary Rounds
 - Family presentation to new hires
 - Part of new staff Orientation

Reiteration of purpose and inspiring staff and families

- * Team Huddles
- * Staff and families involved in decision making process
- * Family corner and Celebrations in weekly NICU Newsletter
- * Parents presenting on rounds
- * Education sessions and Resources for parents and staff
- * Engaging and retaining talented professionals

This Week's Update Topics: October 3- 7, 2016

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Our Graduates

Message from the family

We're doing OK so far here at St. Joseph's. The nurses have done a great job just as it was at Sinai and if all goes well we're hoping to be in the Care-by-parents room this Friday for a possible discharge by Sunday.

As usual it's been a full day shift each day since we left Sinai but it's been worth it. The time spent at both hospitals is priceless as we've had the opportunity to see beautiful Samantha grow up and we'll continue to witness the awesome miracle of her amazing growth each day.

Now, going home brings a whole new level of excitement as we get to be with her all night each night without monitors. With our time spent both at Sinai and St. Joseph's we know we're now well prepared to take baby Samantha home.

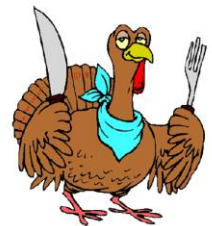
Once again, thank you and your team of health care professionals and the Jennifer Ashleigh Children's Charity for the help given us up to this point. Our lives have been forever changed and we know Samantha will be an awesome addition to the family.

Thanks,
Solomon, Gifty and Samantha.



Message of the week

Excellent team work amazing team!!!!
Happy Thanksgiving!!!!!!

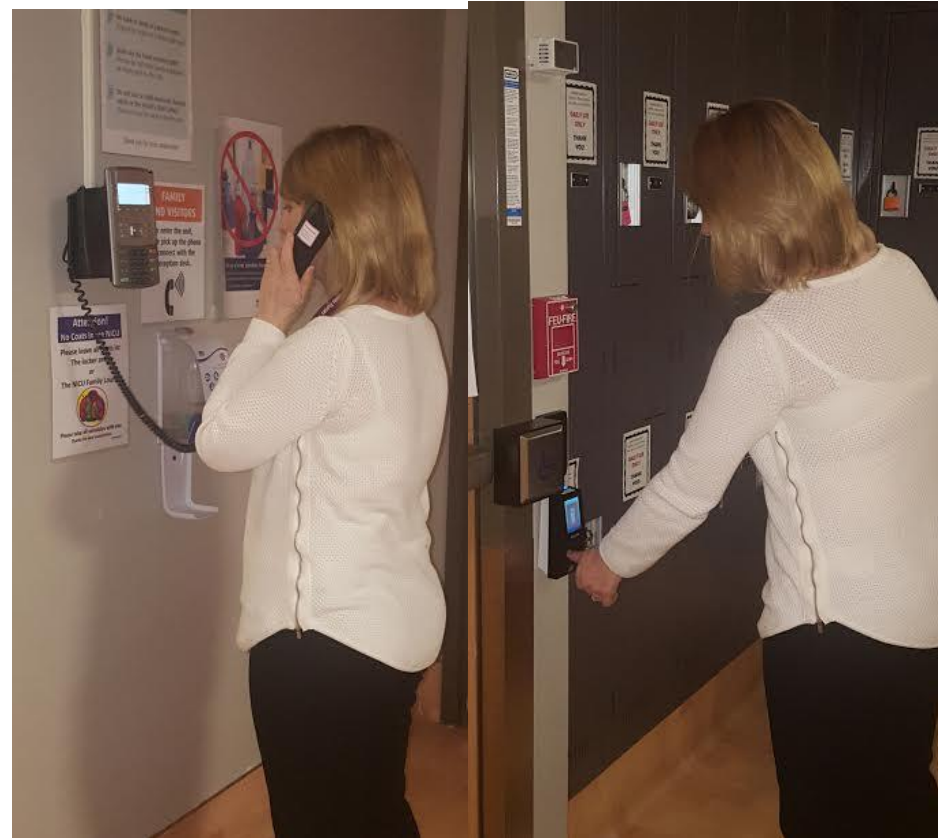


Identifying Barriers

- * Parents access to NICU
- * Family Integrated Care Route Cause Analysis:
 - Knowledge Gap regarding the benefits/principles of FiCare
 - limited personal invested interest
 - 60% of staff has less than 5 Years of experience
 - Staff think it may lead to increase workload
 - Unaware/uneasy with family involvement during care

Eliminating Barriers

- * Keyless Access to NICU
- * Babysitting program
- * NICU Welcome Letter
- * Staff Education



Eliminating Barriers

* Coming soon:

- Partnering in Family Integrated Care agreement
- Care Plan
- Parents survey to identify barriers

Partnering in Family Integrated Care

The staff of the Neonatal Intensive Care Unit (NICU) at Mount Sinai Hospital welcomes you and your family to our unit. In our NICU we recognize the importance of parents being integrated into our care team, and this model is called Family Integrated Care. The comfort and love that only you can give is very important in your baby's development. Our staff is fully committed to provide support, care and expertise to both you and your baby during your time with us.

OUR COMMITMENT TO YOU

Respect and Dignity

- We believe that family members deserve the same respect as members of the team
- We respect families' choices, values, beliefs and cultural backgrounds. Patients and families are part of the team
- We are committed to keep your baby's health care information confidential and your privacy respected

Care of your baby

- We encourage your participation in daily rounds and include families' knowledge, strengths and circumstances to create treatment plans
- We support your decisions and wishes and involve you and your family every step of the way
- We provide care that is respectful of the baby's needs and that is timed and paced to avoid pain and conserve the baby's energy, and that includes social interaction and touch, comfort holding, regular skin to skin and non-nutritive sucking
- We offer privacy appropriate to the baby's condition, particularly during feeding, skin to skin care and during some clinical procedures

Communication

- We help you to become familiar with the members of the health care team and their roles
- We provide timely, complete and unbiased information regarding your baby's condition and treatment plan
- We have an interpreter available if the language presents a barrier to understanding your baby's medical condition and treatment plan
- We listen to and have your questions answered in a timely manner

YOUR COMMITMENT TO US

Respect and Dignity

- Be polite and respectful to other families, the staff and environment of the NICU
- Respect the privacy of other families in the unit by only approaching another baby's bedside when the baby's family is present
- Help us provide a safe hospital environment (no weapons, firearms, alcohol, drugs, disorderly conduct or verbal threats)

Care of your baby

- Take an active role in learning your baby's cues and participating in your baby's care
- Respect the need for a quiet environment that avoids unnecessary distress and allows the babies in the NICU to sleep
- Use proper hand-washing techniques before entering the NICU and before entering your baby's bed-space
- Respect Mount Sinai Hospitals scent free environment policy by refraining from wearing scented products
- Follow NICU sleeping guidelines
- Protect babies from involuntary exposure to second hand smoke

Communication

- Be open and honest with care providers
- Ask questions to make sure you understand your baby's care
- Follow the rules of the unit and our visiting and security guidelines

Baby Name _____

Room _____

I acknowledge I have read and understood the contents of this form
_____ day of _____, 20__

NICU staff Initials _____ Family member Initials _____



Goals Alignment

Family Integrated Care is our philosophy

