FIC Change Management and Sustainability
A New Model of Care Delivery or A Research Study?

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Buy in for FIC

- Parents are good for their babies
- As baby’s brain changes the mother’s brain changes
- Supporting attachment
- Opportunity to take part in something remarkable.
## The Past - Study

### Enablers
- Commitment to research – beginning and end
- Environment – some parent rooms, made a FIC room, Ronald MacDonald Room, KMC chairs, Pumps etc.
- SSC established practice
- Parents welcome to attend rounds
- Physician and leadership buy in
- Parents performing some tasks already
- Research Coordinator and D/C  
  - Capable, committed, reputation  
  - ++hours supporting nurses and parents

### Barriers
- Nurses were not presenting at rounds
- No parent resource position
- Parent education not always well attended  
  - did not want to leave bedside
Leah’s Voice

“I was the first parent to take part in FIC Study at the IWK. I didn't feel that Tessa was mine and I had a hard time understanding how to parent and what I was allowed to do or not do as a mother in this environment.

Three weeks into our NICU stay the FIC study was started. Immediately, I felt empowered as a mother. I had a list of things I was not only allowed to do, but expected to do.

I had a badge at our station that let everyone know that I was a FIC Mom and that I was expected to be there all day and to participate in as much of Tessa's care as possible. I felt like I was given permission to be her mother and her advocate”.

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www.iwk.nshealth.ca
Leah’s voice

“The program was intense and it required intensive planning in order to participate. I had to write out my schedule for each day to *ensure I got maximum time with my baby*, was present for her feedings, was able to pump every three hours, was able to eat, was able to use the bathroom and was able to attend the educational sessions.

Some sessions were held at the bedside and those were the ones that I felt most at ease because my baby was on my chest, where she belonged”.
Site visits
new single family room
design (SFR)

Toronto, Sweden, Norway and Estonia site visits Nov, 2013
The Present
Losing Ground vs Sustainability
(post study)

Challenges
• “It was a study but it is over now” - less emphasis & commitment
• Loss of research nurse
• Study = well informed parents – who nudged the practice forward
• Support for the education/teaching program – had to in the study attend
• Parent partners/veteran parents - lots of work

Opportunities
• Integrate research into practice
• Need to understand and meet the needs of parents for teaching/education in ways they find helpful – don’t want to leave bedside - apps
• ? Paid Parent Position - coordination
Leah’s Voice

“I think moving into single room care, this kind of program (FIC) is essential, at least in part, for progressing into a NICU culture that expects parents to be active parents (this means being crucial partners in their baby's care). By having something official in place, helps dodge the invisible barriers that may still exist.

FIC is a journey and not everyone is as far ahead as others. A structure of some kind can help erase those barriers on the side of the parents (laying out expectations of care and presence) and on the side of staff (laying out expectations of care and presence)”
Move from study to practice

**NICU Philosophy**

The Neonatal Team believes that families are vital in every aspect of their baby’s life. We are dedicated to building relationships that engage family and health care providers in compassionate partnerships. Together, we strive to create a nurturing environment to deliver excellence in care.
Education Day 2015 - Shifting the Care Paradigm
Single Family Room in NICU
We asked at the 2015 Ed Day ... What will help you move forward in our New Single Room Care Model?

• Thematic Analysis
  Staff want to talk about how to integrate families into care

  Improve communication & learn new skills for living and partnering *with* families
  • conflict resolution by way of scenario based discussions

Support Staff
Mobilizing our Philosophy of Care

**FAMILY LENS**
- Focus on dignity and respect for family
- Explicit attention to family values and preferences
- Shared decision-making: Involve family in care decisions
- Maximize participation of families in care

**TRAUMA LENS**
- Share information in collaboration with family
- Encourage family presence
- Provide family with choices and sense of control
- Consider family needs
- Respect family strengths
- Cultural curiosity
- Unique care for unique families

**Relationship in Practice:**
- Be present (mind & body)
- Find Joy
- Increase Physical Activity
- Hope, Love & Have Faith

- Interact with one another
- Rest
- Optimize Nutrition

**Guideposts**
- Dignity & Respect
- Presence & Participation
- Collaboration
- Information Sharing

**Guideposts**
- Safety
- Trustworthiness
- Choice
- Collaboration
- Empowerment

adapted from: www.healthcuretoolbox.org

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The Future – Sustaining FIC as the Model of Care
Gaining Momentum

• Rounds – nurses leading/presenting on rounds = mentoring/supporting family involvement
• Grow and support Parent Partner Program/?paid veteran parent
• FCC – restructure/revitalize - FIC
• NCC – parent representative
• Nursing consistency model for care – the key is in the nurse/parent relationship not the tasks
• Teach as model of care to new and current staff
• Communicate study results
• Change Management – aim to better understand
Sustainability

- Tools – TV to educate and celebrate
- All resources must reflect the vision – document review (BFI)
- Look at language - power or partnership – allow and permit

Integrate FIC everywhere
- Interview guides/attract the right people
- Performance/career development
Parents and families,

Did you know that at the beginning of rounds, the NICU team invites you to introduce your baby to the team and raise any concerns that you may have?
Skin-to-skin helps comfort your baby during bloodwork. Most bloodwork can wait until a family member is present to provide skin-to-skin care.

Feel free to ask on rounds whether your baby’s bloodwork can be delayed, or ask your baby’s nurse.
Take home simple but not that simple...

- The context nursing
- Don’t underestimate culture
- What brings nurses to neonatal nursing?
- What was once rewarded is no longer?
- Loss
- Fear
- Learn to celebrate different successes
What brought this nurse to neonatal nursing?

Need to want to care for the family not just the infant. Finding the joy by caring through families.

• Diligence
• Competence
• Intelligence
• Organization
• Precision
• Perfection
• Attention to detail
• This is important work
Providing education doesn’t mean you will change culture. Aim to understand..
• Lee Family
• Melinda Cruz
• Fabiana Bacchini
Family voices alter our thinking and our careers. Their stories are powerful!
If you match the philosophy (FIC) with the environment (SFR)...
Something remarkable may happen!

As Melinda Cruz said, “we are changing lives and helping to make families” – now that’s important work!
Thank you!