

The problem

Poor communication with parents of babies in the NNU causes increased anxiety and stress. This can affect bonding, long term mental health and short term problems such as breastmilk production.

Aim

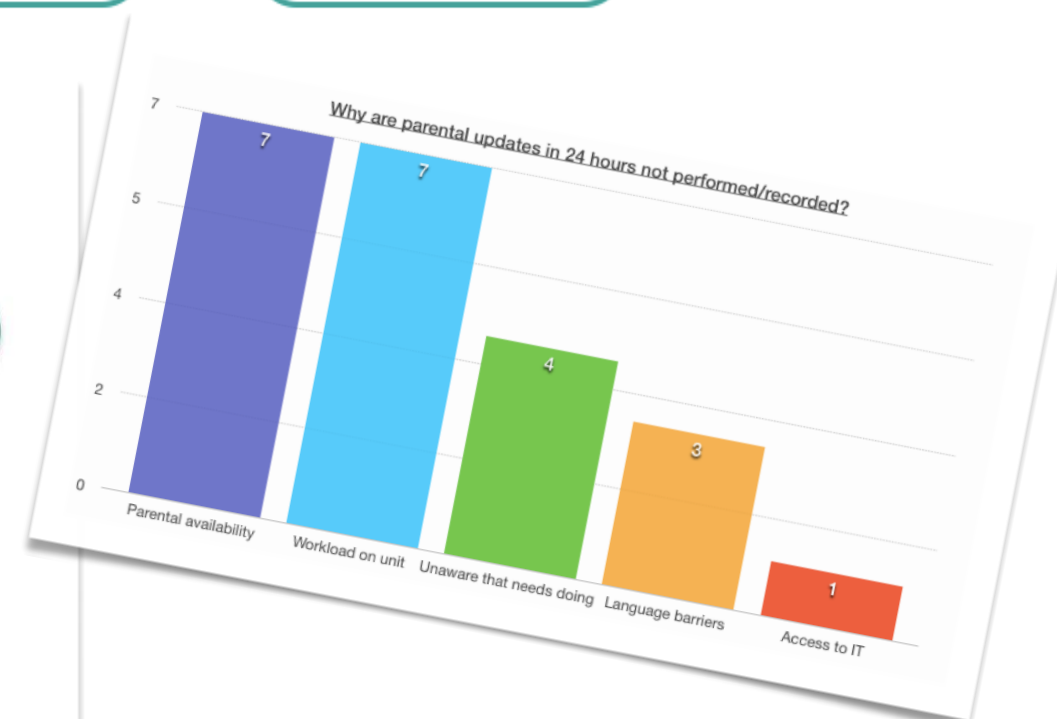
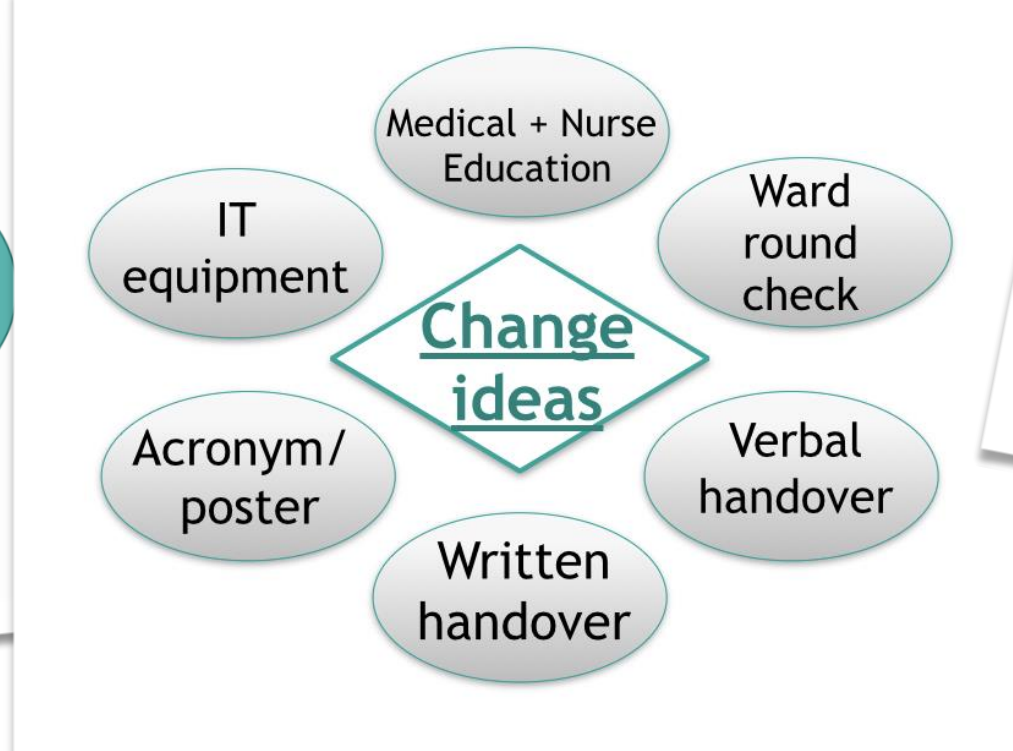
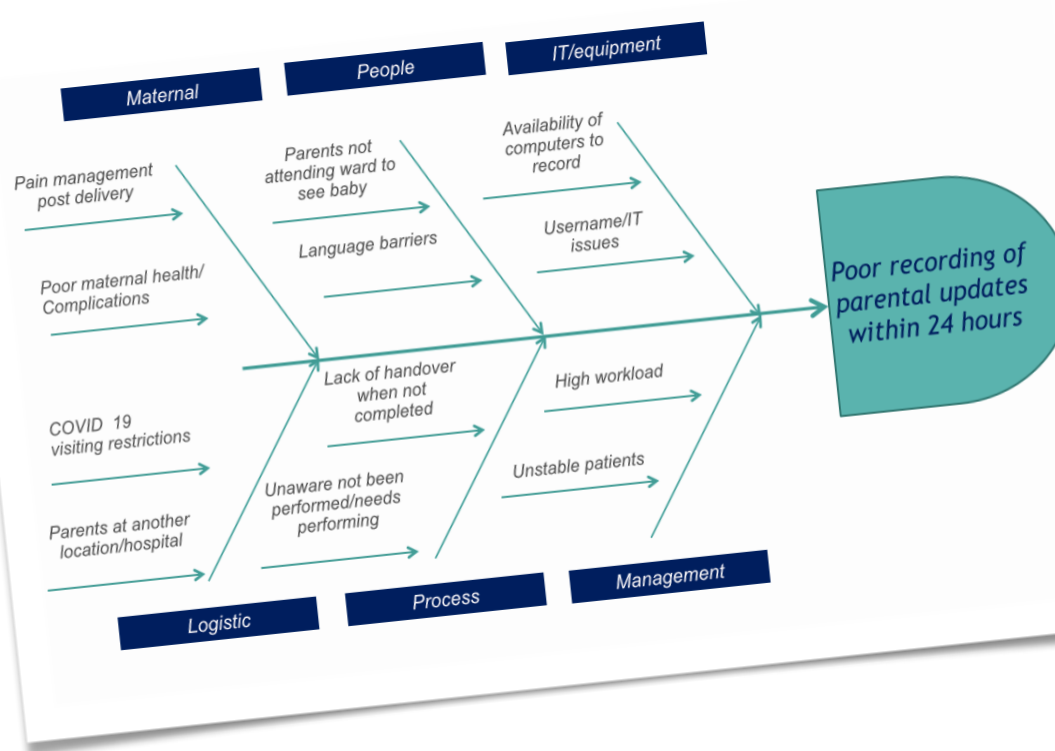
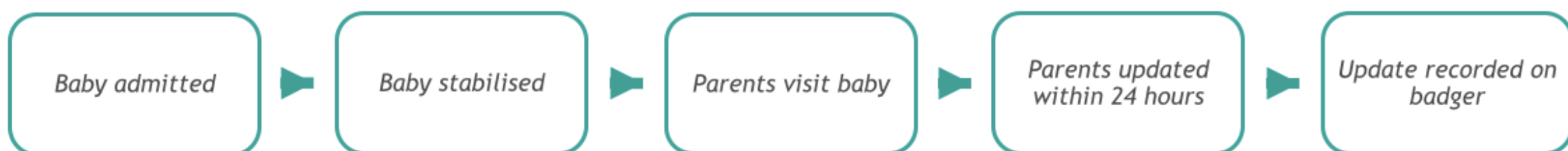
To increase the percentage to 100% of parents who are updated within 24 hours of their babies admission to NNU by the end of the project.

Measurement

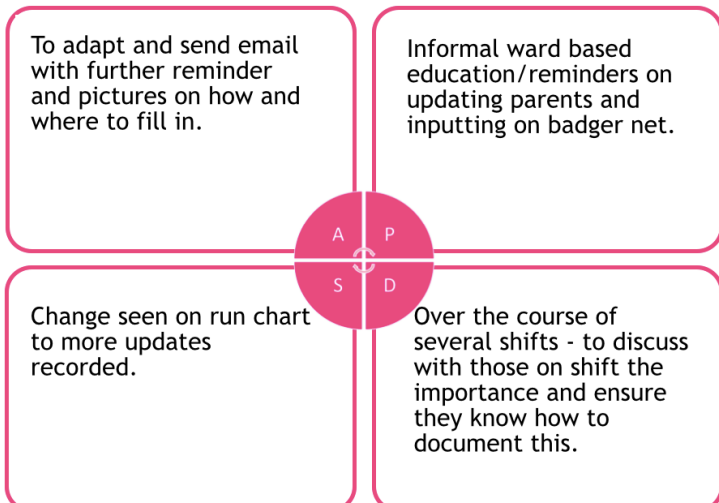
The percentage of Badger notes with parental update in 24 hours recorded per day.



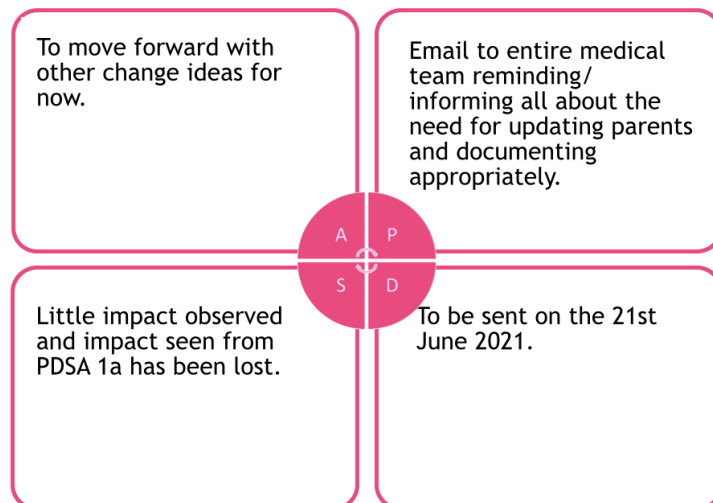
Where is the problem?



1a

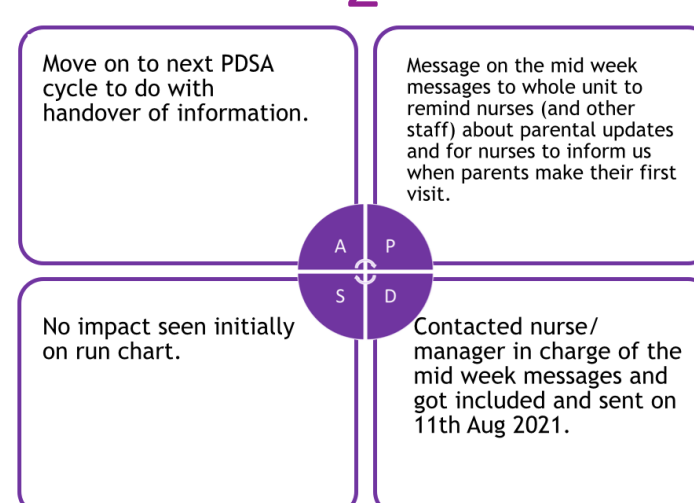


1b

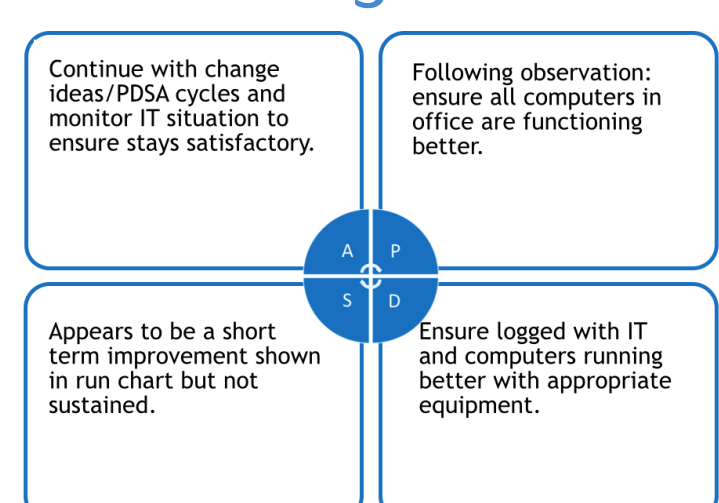


PDSA cycles

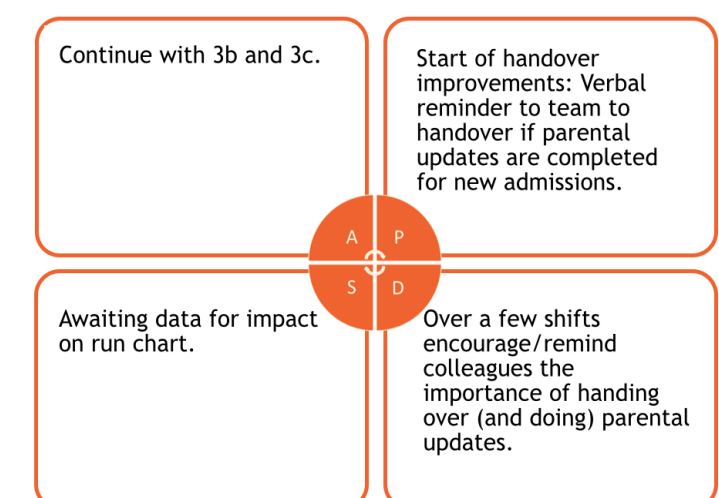
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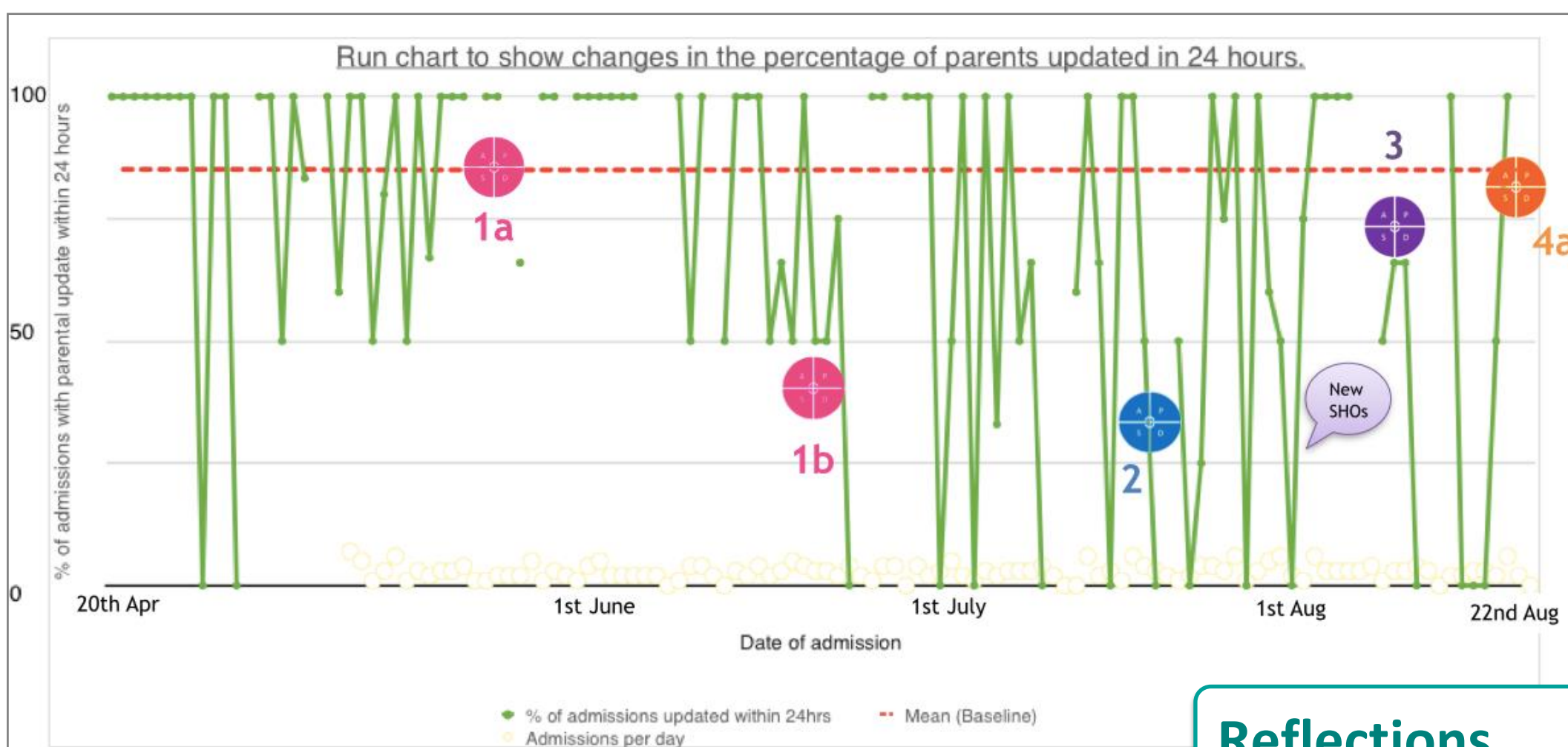
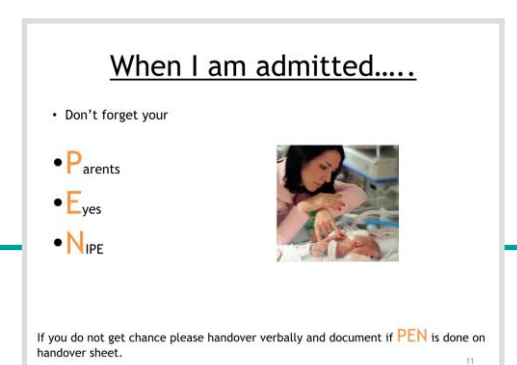
3



4a



4b



Reflections

- My change ideas evolve and change as I have analysed data.
- Challenges of LTFT and being around to instigate cycles and collect data.
- Learning to 'inspire the team' and 'influence for results' and delegate.
- Poor outcome so far; analysing why that is may help to improve.
- Can learn a lot from failure, perhaps even more than success
- Lots more ideas to move forward with as well as ongoing challenges!