



Problem

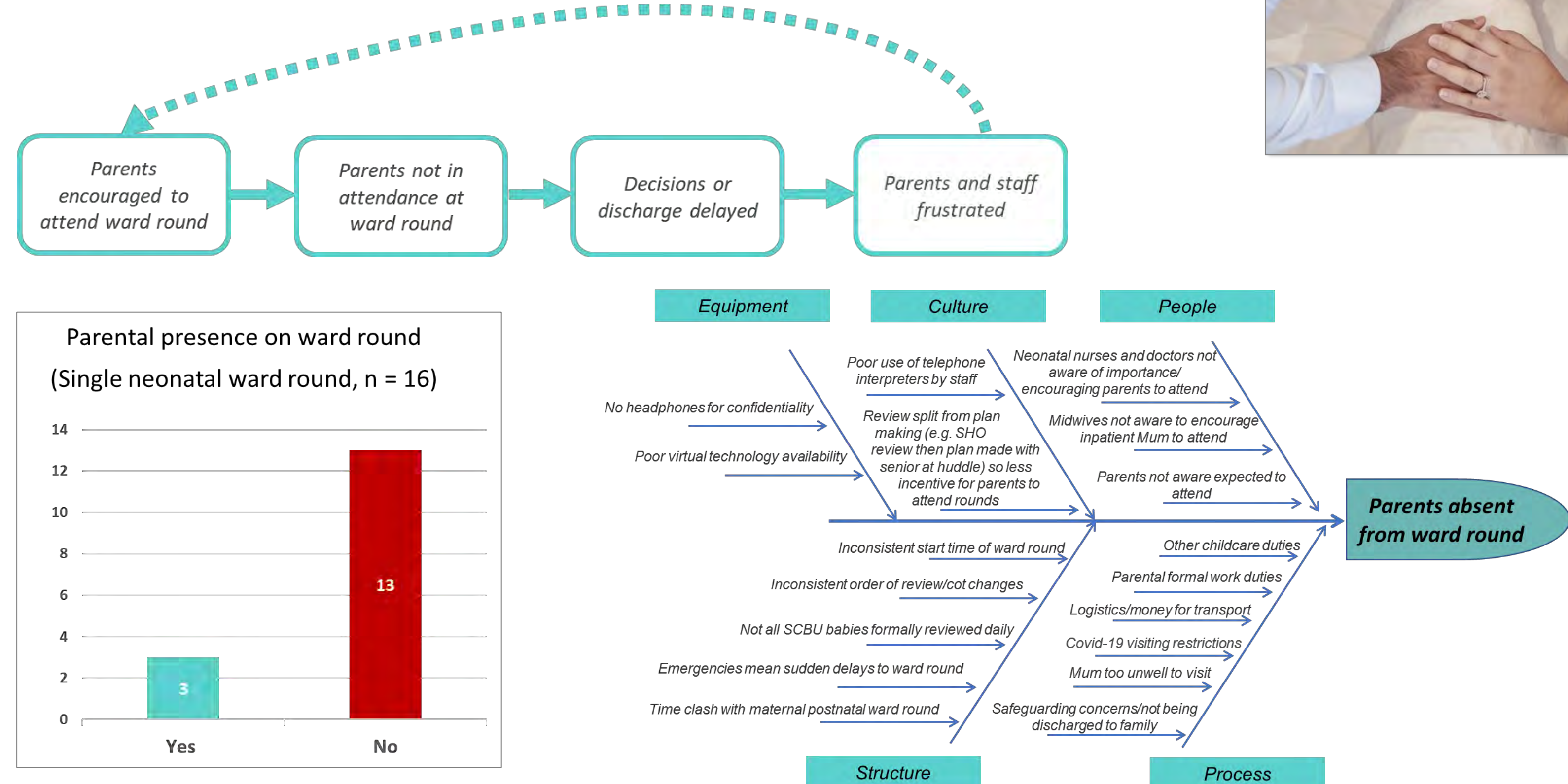
Absent parents on ward rounds are absent from decisions and plans for their baby.
This delays discharges, frustrates staff and excludes parents from input on caring too.

Aim

Increase proportion of parents physically or virtually present and actively engaged* on ward round, from less than 2 in 10 (April 22) to 8 in 10 (by Sept 22).

*Involved in conversations about their baby's care

Diagnostics



Measure

No of babies for which either parent is physically or virtually present on morning ward round.

Inclusions: All babies admitted on NNU.

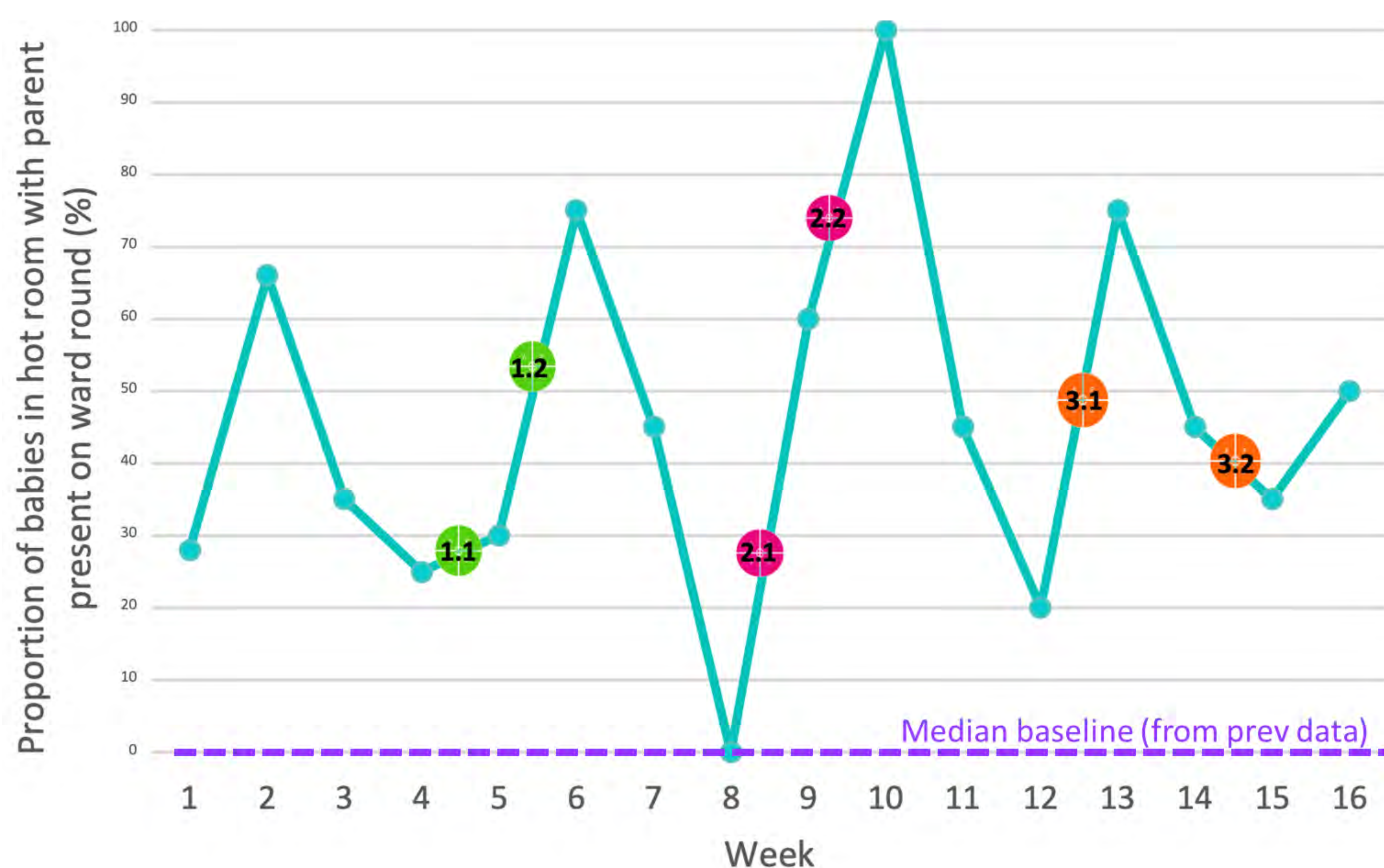
Exclusions: Safeguarding cases where baby not expected to be discharged to family Mother too unwell as inpatient (e.g. in HDU/ITU).

Babies with twin/triplet sibling inpatient in another hospital.

PDSA

#	PLAN	DO	STUDY	ACT
1.1	Increase awareness of problem in families (<u>regular</u> attenders)	Discussed problem with all families present (n= 16) on ward round for 3 days	Most found benefit in attending initial admission, though felt SCBU ward round not necessary to attend daily	These parents already engaged. Altered measure to not include 'parental engagement' as variably interpreted
1.2	Increase awareness of problem in families (<u>irregular</u> attenders)	Families who had not attended ward round for 3 consecutive days (n= 10) telephoned to encourage to attend	5/10 felt telephone updates by nurses were adequate, 3/10 unable to contact, 1/10 not aware to attend or call, 1/10 acute illness. 7/7 families would attend virtual rounds. Only 4/10 families attended in 3 days following telephone call.	Abandon as labour intensive. Changed measure to only study 'hot room' i.e. new/ more unwell babies
2.1	Admitting neonatal team to encourage families to attend (<u>medical</u>)	Speak to admitting medical staff in handover each day	3/4 families of new admissions attended following day. Better documented whether parents present.	Adopt and continue. Does not address those already inpatient
2.2	Admitting neonatal team to encourage families to attend (<u>nursing</u>)	Speak to admitting neonatal nurse after huddle each day	5/5 families of new admissions attended following day	Adopt and continue.
3.1	Embed virtual attendance in ward rounds	Feedback with nurses	Senior nursing staff know how to access iPad but not always present on ward round	Doctors and junior nurses should also know to use iPad
3.2	Embed virtual attendance in ward rounds	Feedback with doctors	Survey: 12/13 not aware how to use iPad for virtual ward round. 2 families attended virtually following discussion	Introduce written + visual guide to using iPad
3.3		Dissemination of how-to guide	Ongoing	Ongoing

Run Chart



What next?

- Project ongoing but no change so far
- Explore virtual attendance
- Parent and nurse champions
- Parent perspective process map

Reflections

- Measure must be specific enough that data is reliable and reproducible between colleagues
- MDT involvement fundamental to generate a sustainable change
- Several instances throughout the project of parents regularly absent at ward rounds who later became frustrated about poor communication