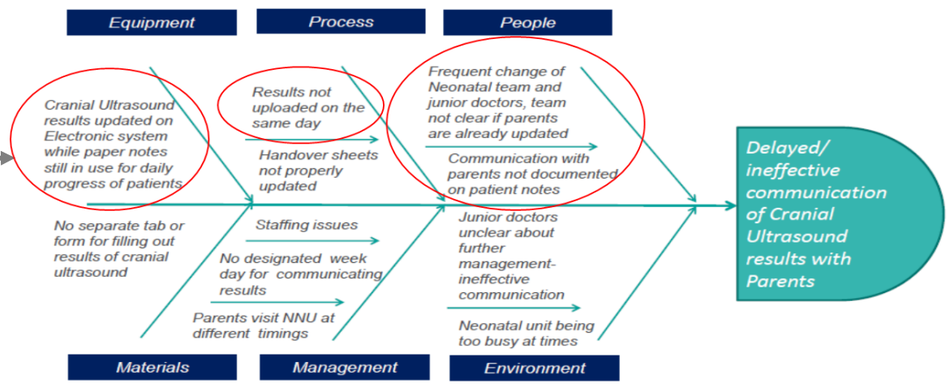
IMPROVING DOCUMENTATION OF PATIENT'S CRANIAL ULTRASOUND RESULTS AND COMMUNICATION WITH PARENTS

Dr Ammara Khalid

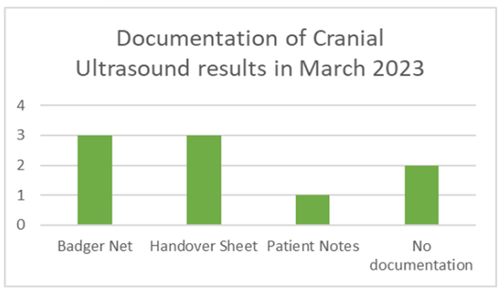
The Dudley Group NHS Foundation Trust

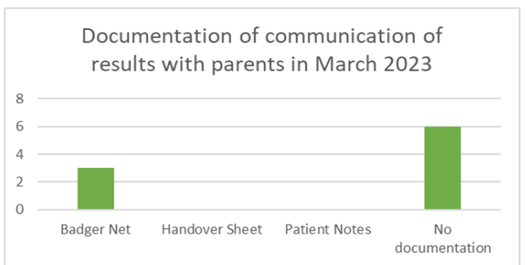
BACKGROUND

Delay in communication of Head Ultrasound report of neonates with parents results in parental anxiety, mistrust in attending doctors and patient safety compromise

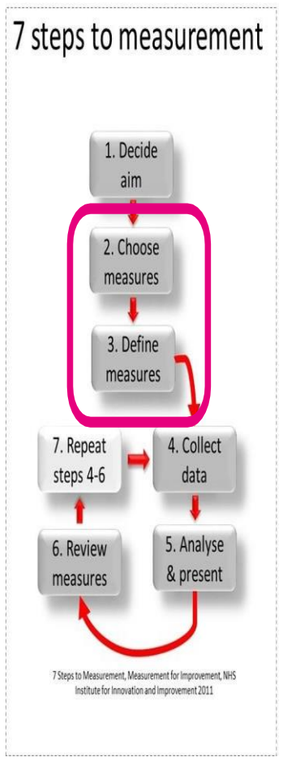


DIAGNOSTICS





AIM & MEASUREMENT DEFINITION



Aim

By end of April 2023, Head Ultrasound results and further management plan will be communicated with 8 out of 10 parents within 2 days of performing investigation

Chosen measure

Scoring system for how well we document and communicate to parents

2 points for documentation of results and appropriate communication/ details of what was explained to parents
1 point for documentation of results but no record of communication
0 point for no documentation of results and no communication

Inclusions

Neonates admitted to unit requiring cranial ultrasound (as per neonatal network guidelines)

Exclusions

Neonates transferred to other hospitals within 1 day of admission
Neonates repatriated from other hospitals with cranial ultrasound done from other hospital

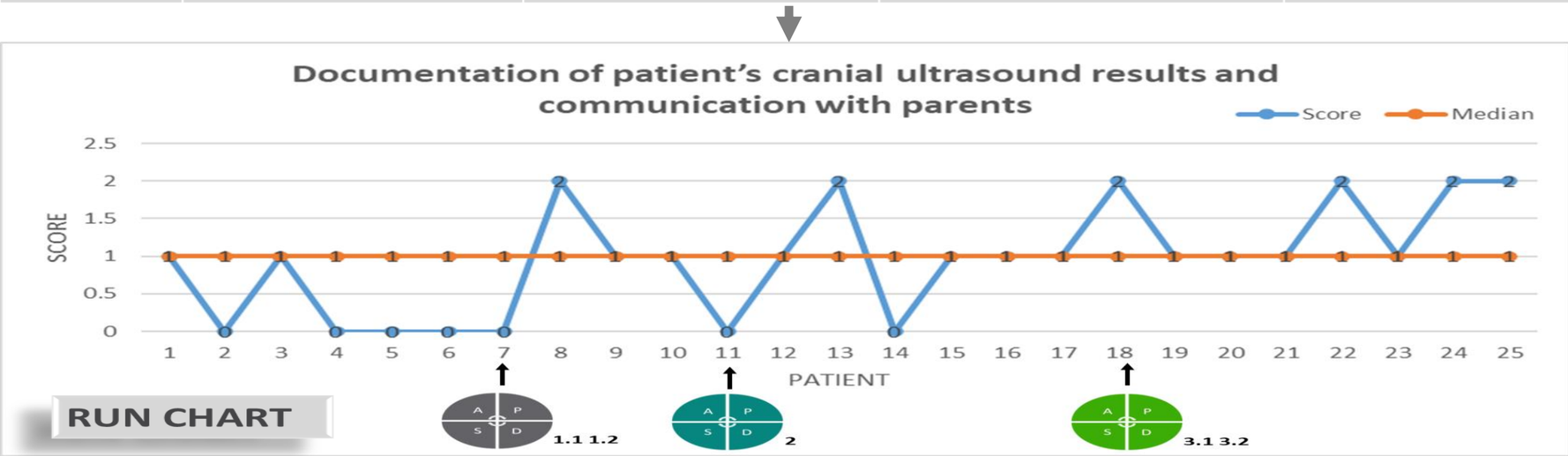
Sampling method and frequency

3 patients per week

CHANGE IDEAS

- Use of stickers in communication sheets, for the documentation of conversation with parents
- Additional column in patient handover sheets for documentation of results and communication
- Contacting Parents for results within 2 days of scan

PDSA Test #	PLAN	Do	STUDY	ACT
1.1	Talk to parents on unit to find out about the utility of timely communication of Head Ultrasound results	Asked parents how were they previously informed of Head scan results; benefits of timely communication of results	Parents were very receptive to the idea of timely communication of cranial scan results and its benefits, some told that not having this information adds to anxiety and mistrust in attending clinicians	Timely communication of results and further management plan appears to be very helpful for parents
1.2	Discuss with Team members and Neonatal staff members about utility of timely communication	Discussion with team members while on shifts, most of them thought that handover from one team to the next team isn't complete in stating if conversation with parents is already completed or not	Most of the team members agree and were very receptive to the idea of change in order to improve communication with parents	Develop plan to implement change for improvement of handover between teams
2	Addition of another column in patient handover sheets for documentation of results and communication	Discussed with other team members and Consultants, added a new column to handover sheets	There was immediate improvement in documentation of conversation and parent satisfaction	New method of documentation adopted by team, received feedback that documentation in patient notes was still missing and so it can be difficult to find proof before documenting on handover sheet
3.1	Implementation of stickers to be used in communication sheets, for the documentation of conversation with parents	Stickers devised for recording conversation with parents, name of doctor who had the discussion, date and time. Stickers to be pasted on Communication sheet	Showed these stickers to other team members and Neonatal consultant who were receptive of this change	Kept these stickers in an accessible place on Doctor's office in Neonatal unit
3.2	Informed the team members of this change	Informed team members of this change by WhatsApp message on Departmental group.	Run chart	Assess improvement and continued reinforcement in Departmental teachings/ handover



REFLECTIONS & LEARNING

The run chart shows a significant improvement in documentations of cranial ultrasound results, and its communication with parents.

The improvement began with exploring the parents experience of their babies having head scans. This informed the work of the clinical team and provided motivation to explore ways of more reliably communicating with parents and recording that a conversation had taken place.

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Change CHAMPION