

# PAIRED Plus Modules

---

*Potentially Better Practices to Improve Family-Centered Care*

# Disclosures

- Members of Advisory Board for FPQC PAIRED Initiative

# What is PAIRED Plus?

- PAIRED Initiative → primary QI aim = skin to skin care
- BUT Family Centered Care encompasses so much more!

*Please see our toolkit for detailed information on change ideas, resources, and potential metrics!*

# PAIRED Plus

	Potentially Better Practice for FCC	Family Advisors		Advisory Council	
		Raw Score	Score %	Raw Score	Score %
1	Daily rounds including families	199	90.0%	94	72.3%
2	Develop complex care conferences with families	141	63.8%	67	51.5%
3	Early and continuing medical education of families	136	61.5%	91	70.0%
4	Use appropriate infant and family caregiver names	134	60.6%	78	60.0%
5	Create family advisory council	133	60.2%	64	49.2%
6	Policies on family caregiver-infant interactions	132	59.7%	82	63.1%
7	Early and continuing lactation support	129	58.4%	88	67.7%
8	Improve antenatal counseling	115	52.0%	73	56.2%
9	Technologies to improve communications	114	51.6%	63	48.5%
10	Engage families in QI and safety initiatives	106	48.0%	58	44.6%
11	Celebrate milestones and transitions	101	45.7%	62	47.7%
12	Multiple methods to support health literacy	90	40.7%	56	43.1%
13	Other (please explain)	17	7.7%	34	26.2%

# Agenda

1. Inclusion of families in daily rounds

*Elizabeth Simonton*

2. Complex care conferences and early medical education

*Dr. Mitch Stern*

3. Identifying infants and families by name

*Meredith Knapp*

# PAIRED Plus

	Potentially Better Practice for FCC	Family Advisors		Advisory Council	
		Raw Score	Score %	Raw Score	Score %
1	Daily rounds including families	199	90.0%	94	72.3%
2	Develop complex care conferences with families	141	63.8%	67	51.5%
3	Early and continuing medical education of families	136	61.5%	91	70.0%
4	Use appropriate infant and family caregiver names	134	60.6%	78	60.0%
5	Create family advisory council	133	60.2%	64	49.2%
6	Policies on family caregiver-infant interactions	132	59.7%	82	63.1%
7	Early and continuing lactation support	129	58.4%	88	67.7%
8	Improve antenatal counseling	115	52.0%	73	56.2%
9	Technologies to improve communications	114	51.6%	63	48.5%
10	Engage families in QI and safety initiatives	106	48.0%	58	44.6%
11	Celebrate milestones and transitions	101	45.7%	62	47.7%
12	Multiple methods to support health literacy	90	40.7%	56	43.1%
13	Other (please explain)	17	7.7%	34	26.2%

# Why is including families in daily rounds important?

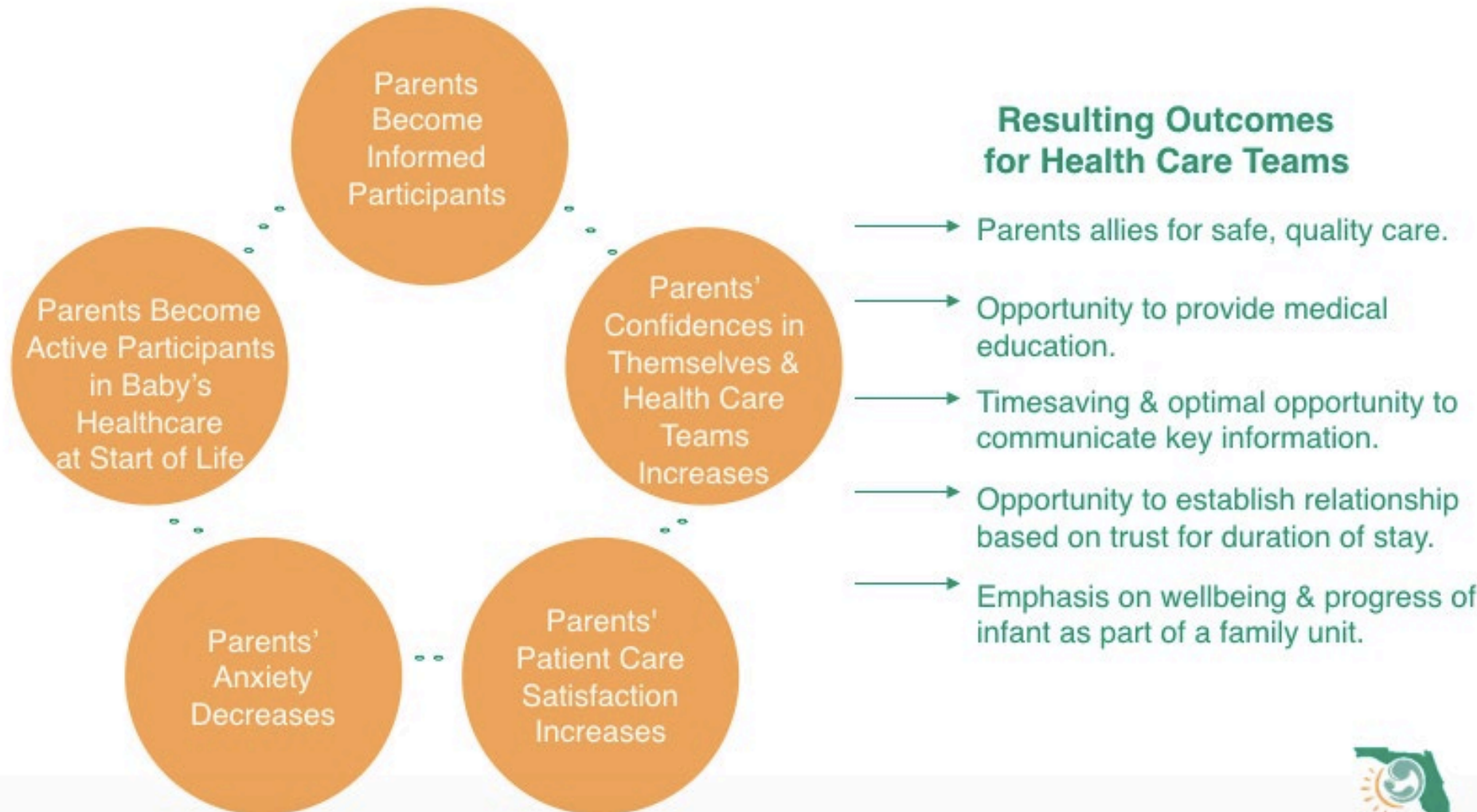
---

Presented by:  
Elizabeth Simonton



# Rationale

- Family Centered Care (FCC) is a partnership approach
- Including family caregivers in rounds is a critical opportunity for FCC





# Family Centered Lens

- Made to feel like informed participants, 'partners', not observers or visitors
- Rounds provide predictable opportunities to communicate
  - To understand conditions & treatment plan for their baby
  - To hear about setbacks & progress
  - To receive medical information
  - To ask questions & provide feedback
- Acknowledge that there are barriers to parents participating in rounds & mitigate them
- Family caregivers who participate in rounds report a decrease in their anxiety and have increased confidence in the health care team overall

# Change Ideas for Including Families in Rounds

- Reassess your unit's rounding process & identify how to maximize including family caregivers
- **Accountability**
  - Standardize introductions to NICU & rounding process
  - Set expectations for healthcare teams & goals for parents
- **Accessibility**
  - Invite family caregivers to attend
  - Adhere to scheduled rounding times
  - Use technology
- **Comprehensibility**
  - Balance medical terminology vs. layman's language
  - Introduce participants
  - Consider parents' emotional state, language, culture & education level
- **Conversationality**
  - Encourage questions & feedback to ensure understanding

# Change Ideas for Including Families in Rounds

*Reassess your unit's rounding process and maximize abilities*

## Accountability

- Standardize introductions to NICU rounding process
- Set explicit expectations for participants

## Acc

**Be sure to check out our toolkit for resources and ideas on potential metrics to track!**

## Comprehens

- Balance medical terminology, layman's language
- Introduce participants
- Consider parents' emotional state, language, culture & education

## Conversationality

- Encourage questions & feedback to ensure understanding

# PAIRED Plus

	Potentially Better Practice for FCC	Family Advisors		Advisory Council	
		Raw Score	Score %	Raw Score	Score %
1	Daily rounds including families	199	90.0%	94	72.3%
2	Develop complex care conferences with families	141	63.8%	67	51.5%
3	Early and continuing medical education of families	136	61.5%	91	70.0%
4	Use appropriate infant and family caregiver names	134	60.6%	78	60.0%
5	Create family advisory council	133	60.2%	64	49.2%
6	Policies on family caregiver-infant interactions	132	59.7%	82	63.1%
7	Early and continuing lactation support	129	58.4%	88	67.7%
8	Improve antenatal counseling	115	52.0%	73	56.2%
9	Technologies to improve communications	114	51.6%	63	48.5%
10	Engage families in QI and safety initiatives	106	48.0%	58	44.6%
11	Celebrate milestones and transitions	101	45.7%	62	47.7%
12	Multiple methods to support health literacy	90	40.7%	56	43.1%
13	Other (please explain)	17	7.7%	34	26.2%

# Why are complex care conferences and early medical education important?

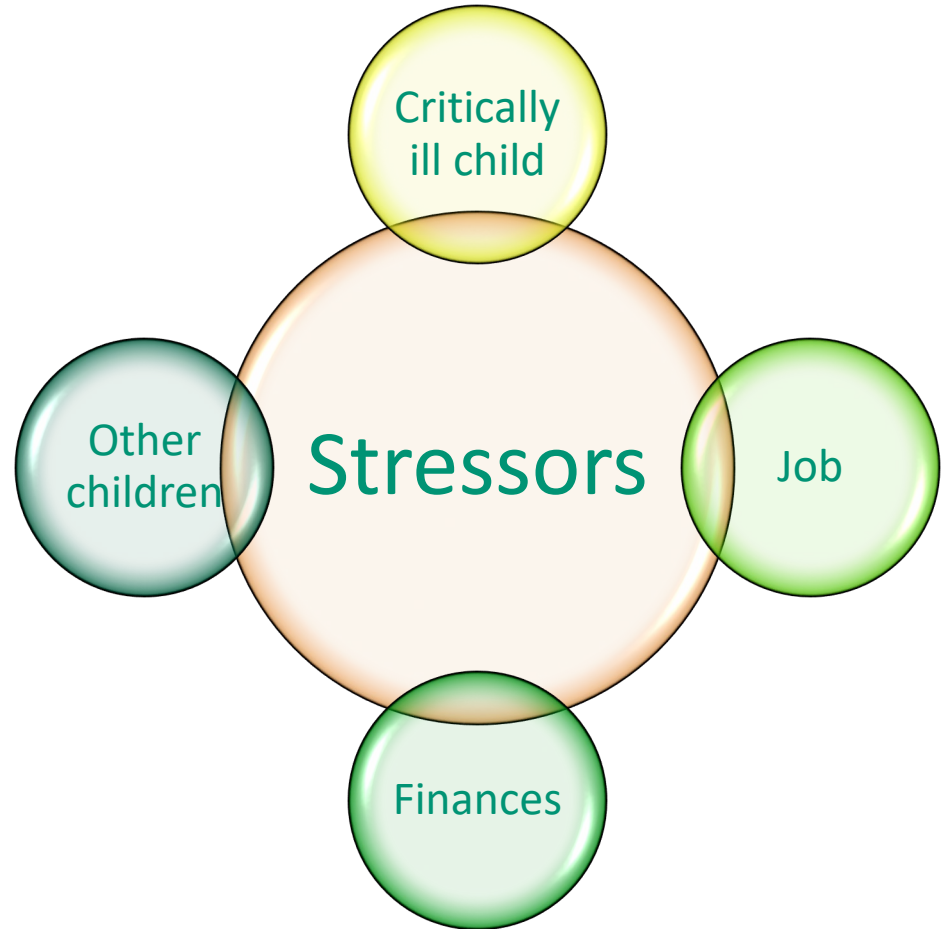
---

Presented by:  
Mitch Stern



# Rationale

- Length of stay → a few days versus months
- Communication = major factor in family's experience and trust in the medical team



# Rationale

- Transition from NICU to home is one of the biggest stressors during a NICU stay
- Families are expected to suddenly take over complete care for their medically complex NICU graduates
- Often medical teaching doesn't occur until the END of a NICU stay
  - **This is stressful**
  - **This is not in the best interest of the infant**
  - **This is not family centered care**
  - **This is a MISSED OPPORTUNITY**

# Rationale

- Complex care conferences are a prime opportunity for improved communication
  - Standardization can improve healthcare, family understanding, family satisfaction
  - Family centered elements (empathetic statements, question-asking, emotional talk) positively impact family satisfaction
- Quality improvement initiatives to standardize complex care conferences, especially in preterm infants and those with congenital anomalies, can improve overall family satisfaction

October TW, et al. Parent Satisfaction with Communication is associated with Physician Patient-centered Communication Patterns during Family Conferences. *Pediatr Crit Care Med* 2016; 17(6): 490-97.

Trujillo JA, et al. Interdisciplinary Family Conferences to Improve Patient Experience in the Neonatal Intensive Care Unit. *Health & Social Work* 2017; 42(4): 241-245.





# Family Centered Lens

- *Is this the right term for these 'meetings'?*
- *Who should be there? From the family? From the medical team? From a support perspective?*
- *Who is 'talking'? The medical team? The families?*
- *When should these meetings occur?*
- *Where should they occur?*
- *Should information be presented in multiple formats? Verbal and written? What language is used – do families understand?*
- *What follow up is available for families afterward? To review information, to ask further questions?*

# Family Centered Lens

- Family caregivers have the right:
  - To know who is providing medical care for their infant
  - To know what patient support services are available
  - To know what they can and cannot do when on the unit
  - To be given information concerning diagnoses, treatment, alternatives, risks, and prognosis
  - To express questions and concerns
- Treatment plans should be developed through collaboration with the family caregiver and the healthcare provider

# Milestones

- Often, longitudinal communication and education can be organized as milestones to be achieved throughout a NICU stay
- These milestones can take multiple creative forms to help guide parents in expectations and educational needs
  - Roadmaps to home
  - Milestone achievements
  - Checklists of accomplishments
  - Peer-to-peer education programs

# Sample Milestone Cards/Roadmap

- Salem Flight Plan, credit Parent Action Committee at Salem Health. Adapted from University of Michigan
- Milestone Cards, credit Inova Fair Oaks Hospital NICU

**Admission**

**My Needs**

**Calm & Soothe**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Mouth Care**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**My Feeds**

**Feeding Plan**  
 Breast Milk \_\_\_\_\_  
 Formula \_\_\_\_\_  
 Donor Milk \_\_\_\_\_

**My Development**

**Skin to Skin**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Care Times**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Early Stay**

**Temperature**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Diapering**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Breast Pumping**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Fluid/Nutrition Progression**  
 IV Out  
 Feedings Started  
 Full Volume Feeds

**Baby's Cues/Pain**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Getting Better**

**Sponge Bath**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Tub Bath**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Dressing**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Nuzzle Nursing**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Bulb Syringe**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Holding**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Grow & Feed**

**Respond to Baby's Cues**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Tub Bath**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Feeding Readiness**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Bottle Feeding**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Preparing for Home**

**Safe Sleep**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Giving Meds**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**Mixing Milk**  
 Boarding Aircraft  
 Taking Off  
 Flying Solo

**My Flight Plan for Home**

My Name: \_\_\_\_\_

**Birth:** Date \_\_/\_\_/\_\_ Weight \_\_\_\_\_ Gestation \_\_\_\_\_

**Discharge:** Date \_\_/\_\_/\_\_ Weight \_\_\_\_\_ Gestation \_\_\_\_\_

**Cloud Key**

**Boarding Aircraft**  
Education or demonstration has been offered

**Taking Off**  
Parents are partnering with nurses to learn the skill/task

**Flying Solo**  
Parents are performing the skill/task independently when it is safe to do so

**Salem Hospital**  
Family Birth Center  
A part of Salem Health

\_\_\_\_\_  
Patient Label

**CPR**

+None \_\_\_\_\_  
+Declined \_\_\_\_\_

**CCHD**

+Passed \_\_\_\_\_  
+Failed \_\_\_\_\_  
+Echo \_\_\_\_\_

**Car Seat**

+Passed \_\_\_\_\_  
+Failed \_\_\_\_\_  
+Parents Trained in Safe Use \_\_\_\_\_ RN

**Car Bed**

+Not Needed \_\_\_\_\_  
+Passed \_\_\_\_\_

**Hearing Screen**

+Passed R/L \_\_\_\_\_  
+Referred R \_\_\_\_\_  
+Referred L \_\_\_\_\_

**Photos**

+Taken \_\_\_\_\_  
+Declined \_\_\_\_\_

**Home Prep**

+Safe Home \_\_\_\_\_  
+Crib \_\_\_\_\_  
+Sleep Plan \_\_\_\_\_  
+Safe Temp \_\_\_\_\_  
+Secured Hand \_\_\_\_\_  
+Smoke \_\_\_\_\_  
+Purple \_\_\_\_\_  
+Crying \_\_\_\_\_

Follow up Provider		
Anticipate Discharge This Week?		
Newborn Screens		
OT Eval		
Completed		
Breast Pump for Home	+ Not Needed + Has	
Bottle for Home Use	+ Yes + Type:	
WIC	+ Does Not Meet Criteria + Received Prescription for Formula: Yes	
Immunizations	+ Deferred + Not Deferred	
Palivizumab (Synagis)	+ Does Not Meet Criteria + Meets Criteria + Paperwork Completed: Yes	
Influenza/Pertussis Infection Precautions	+ Deferred + Completed	
Smoking Cessation	+ Educated + N/A	
Developmental Follow up Clinic	+ Does Not Meet Criteria + Meets Criteria + Paperwork Completed: Yes	
Nutrition Follow up	+ Does Not Meet Criteria + Meets Criteria	
Public Health Nurse	+ Declined + Assigned - _____ RN	
Early Intervention	+ Baby Ever < 1200 grams + Seizure History + 5 Minute APGAR < 5	Y / N Paperwork Completed: Yes
Eye Exam	+ Does Not Meet Criteria + Meets Criteria - Due _____ + Outpatient Follow up Scheduled:	
Medical Follow up	+ Not Indicated + Yes - List here:	
Family Safety Concerns		



# PAIRED Plus

	Potentially Better Practice for FCC	Family Advisors		Advisory Council	
		Raw Score	Score %	Raw Score	Score %
1	Daily rounds including families	199	90.0%	94	72.3%
2	Develop complex care conferences with families	141	63.8%	67	51.5%
3	Early and continuing medical education of families	136	61.5%	91	70.0%
4	Use appropriate infant and family caregiver names	134	60.6%	78	60.0%
5	Create family advisory council	133	60.2%	64	49.2%
6	Policies on family caregiver-infant interactions	132	59.7%	82	63.1%
7	Early and continuing lactation support	129	58.4%	88	67.7%
8	Improve antenatal counseling	115	52.0%	73	56.2%
9	Technologies to improve communications	114	51.6%	63	48.5%
10	Engage families in QI and safety initiatives	106	48.0%	58	44.6%
11	Celebrate milestones and transitions	101	45.7%	62	47.7%
12	Multiple methods to support health literacy	90	40.7%	56	43.1%
13	Other (please explain)	17	7.7%	34	26.2%

# Why is identifying infants and family caregivers by name important?

---

Presented by:  
Meredith Knapp

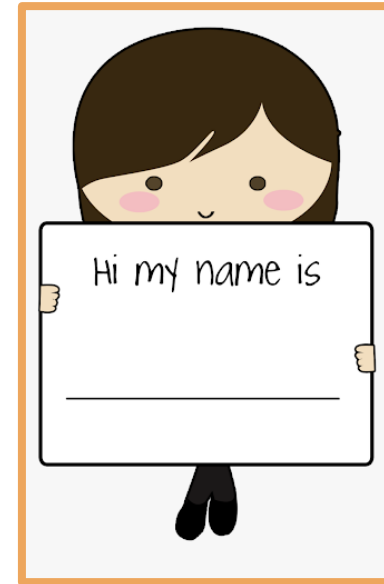


# Rationale

- Family's preferred name for infant should be used in all communications

**Avoid 'your baby', 'baby boy/girl', 'twin A/B'**

Why is this important??



- Shows staff is familiar with infant and invested in infant's care
- Fosters bond between family caregivers and healthcare team

# Family Centered Lens

*To feel  
respected*

*To instill  
trust*

**Names**  
are IMPORTANT

*To feel  
recognized*

*To feel  
partnership*



# Change Ideas

- **NICU Process**

- Standardized as part of the admission process
- Identify family's preference for a name (both for infant and for family caregivers)

- **Materials**

- Signs or placards
- Memory books with names
- Artwork

- **Training**

- The importance
- The logistics

# Change Ideas

- **NICU Process**

- Standardized as part of the admission process
- Identifying metrics for infant

**Be sure to check out our toolkit for resources and ideas on potential metrics to track!**

- Artwork

- **Training**

- The importance
- The logistics

See the PAIRED Toolkit for more ideas!

---

