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# Strategies To Improve Interdisciplinary Communication In An Acute Care Inpatient Pediatric Unit

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**Project:** Barbara Bush Inpatient - Interprofessional Rounds  
**Last Updated:** 8/21/2017

**Executive Sponsor:** Mark Parker  
**Facilitator:** Haley Pelletier



**Team Members:** Sarah Thompson, BBI Staff, Suneela Nayak, Stephen Tyzik, Ruth Hanselman

**Problem/Impact Statement:**

Previous to this KPI, Nursing was not included in daily rounding with the physician teams, which led to sub-optimal interdisciplinary communication. This kind of communication is considered “best-practice” at similar hospitals, which has been shown to improve patient and family satisfaction, as well as a reduction in length of stay and readmission rates.

**Scope:**

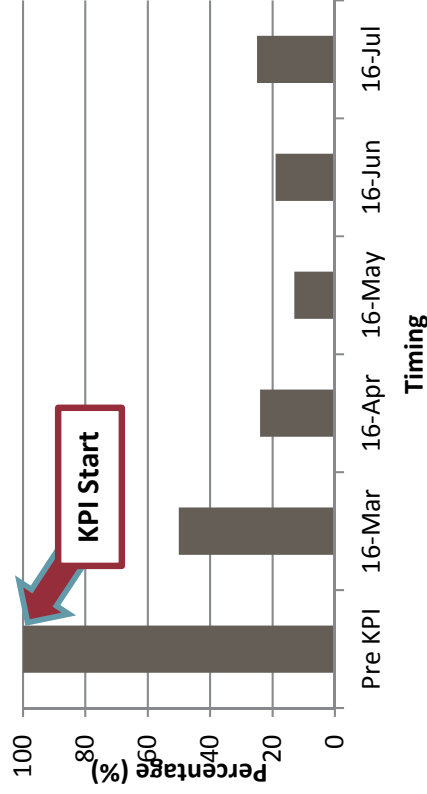
In scope: All Nursing and Resident Physician staff working within BBI at Maine Medical center  
 Out of scope: Other units utilizing Operational Excellence and KPI implementation at Maine medical center

**Goal/Objective:**

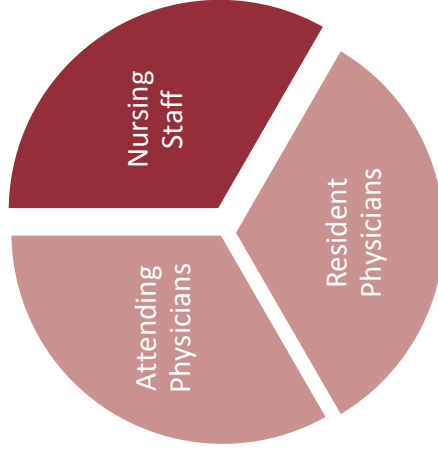
100% of the time RNs will be called to AM rounds on Mon/ Tues/ Wed/ Fri and updated on the plan of care Thur./Sat./Sun. for all patients covered by the pediatric residents.

**Baseline Metrics/Current State:**

% of RNs not called to medical staff rounds



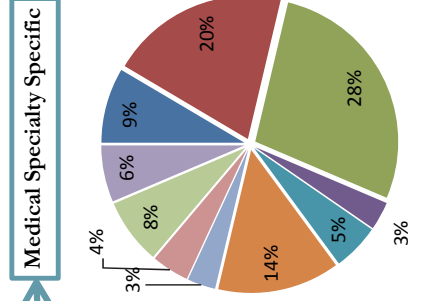
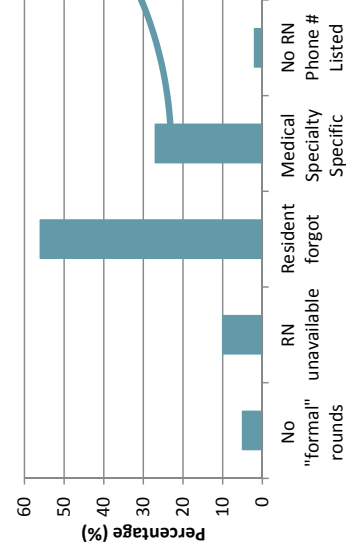
Baseline of Care-Team Communication



**Current State:** Nurses (RNs) are not called to provider rounds, as this is not currently an expectation.

**Root Cause Analysis:**

% of Total: Reasons why RN was not called to medical staff rounds



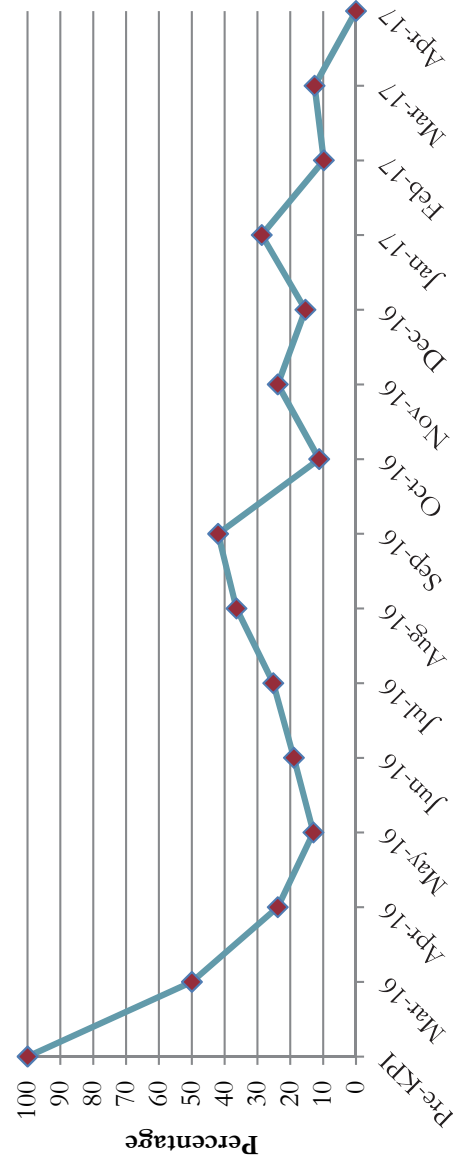
**Countermeasures**

| Action   | Owner              | Due Date   | Status    |
|--|--------------------|------------|-----------|
| Data collection done by residents (self-reporting)   | BBI OpEx Committee | 8/18/2016  | Completed |
| Evaluate for culture change  | BBI OpEx Committee | 10/19/2016 | Completed |
| Reached out to chief resident  | BBI OpEx Committee | 11/7/2016  | Completed |
| Ensure all members of the team fully understand the process and pro-actively remind all residents covering the month of December   | BBI OpEx Committee | 11/30/2016 | Completed |
| Identify a KPI Sponsor   | BBI OpEx Committee | 2/2/2017   | Completed |
| Start monthly resident “welcome letter” with important unit reminders from nursing leadership  | BBI OpEx Committee | 2/6/2017   | Completed |
| Rounding audit to gather detail on areas for improvement   | BBI OpEx Committee | 3/15/2017  | Completed |
| Institute random audits by BBI OpEx Committee member, in order to ensure the behavior is hard wired. If there appears to be a relapse in behavior, the KPI will be reinstated. | BBI OpEx Committee | N/A        | Ongoing   |

**Outcomes**

After undertaking this KPI goal, and utilizing operational excellence...

% of RNs Not Called to Medical Staff Rounds



95% of the time, RNs are called to AM rounds with the medical staff team.

**Next Steps**

- Continue with random audit of RN attendance to AM rounds to confirm this behavior is hard wired
- With Resident transition, provide expectations for interdisciplinary rounding
- Nursing leadership and Attending Physicians must work together to further re-enforce this “best practice” measure until it is a consistent part of the care environment

Plan

Do

Study

Act