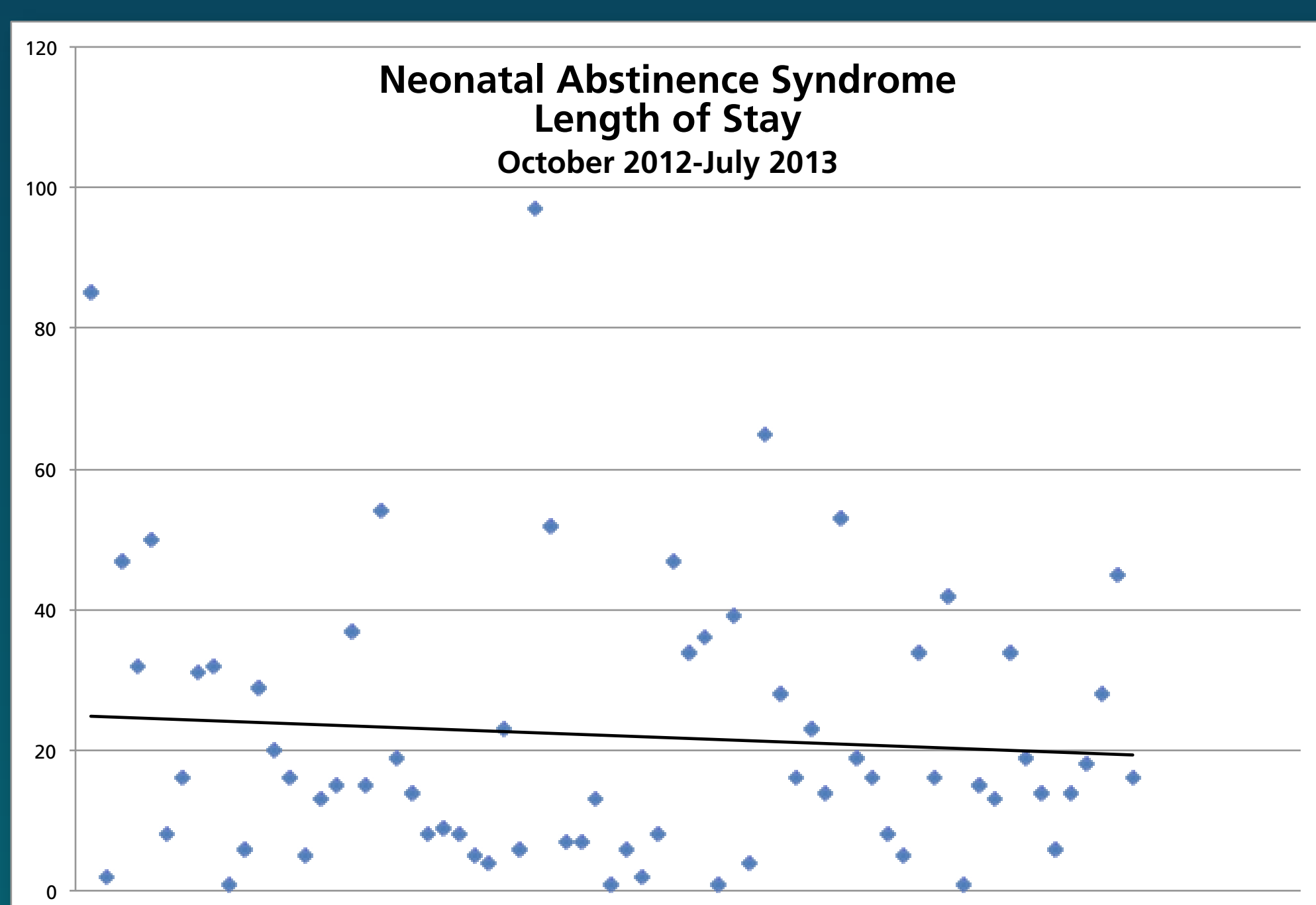
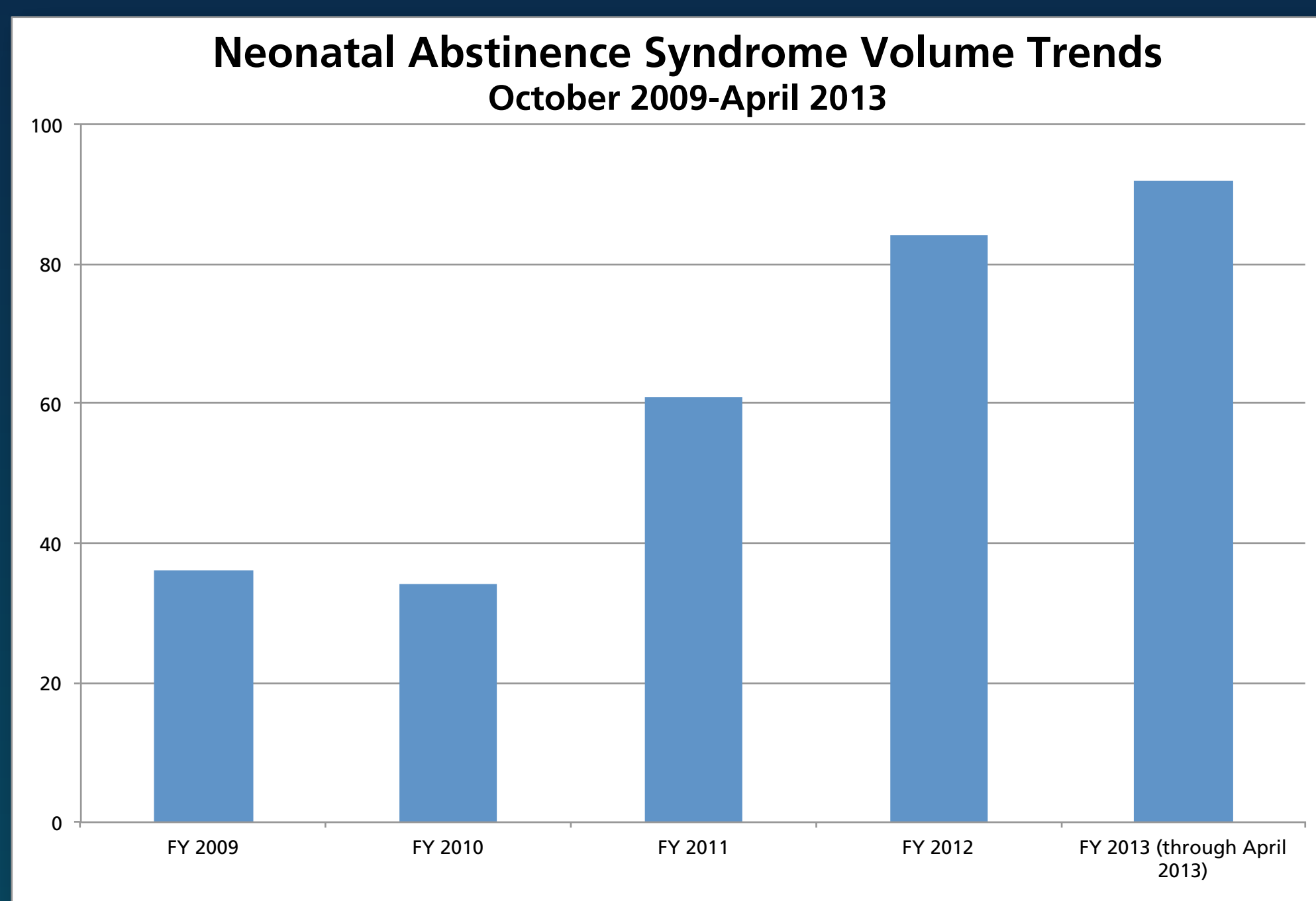


Improving the NAS Experience for Patients, Families and Staff



Trends



Robert DiGiuseppe, MD; Sheri Carroll, MD; Donna Vaught, PhD Developmental Specialist; Julie Oliver, NNP; Brandi Page, RN NICU Manager; Brandy Garris, RN NICU Manager; Erin Kelley, RN; Susan Aldrige, RN; April Caines, RN QI Coordinator; Alison Martin, Family Follow-up Coordinator/Parent

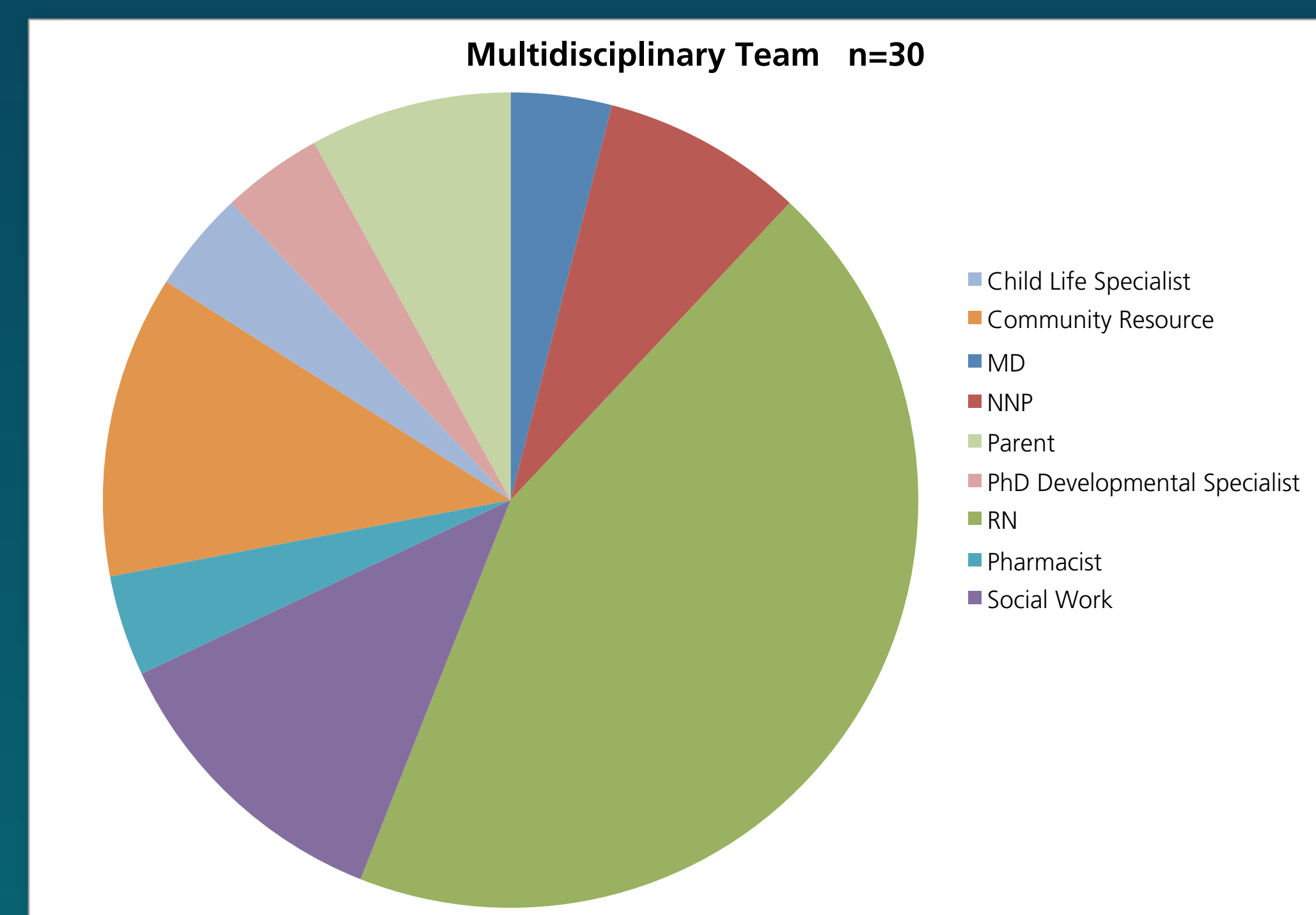
AIM STATEMENT

We aim to reduce our LOS by 10% to 18.63 days by December 2013. We also aim to improve the level of information and support for our families as they learn to care for their infants. We will measure by improved patient satisfaction.

NAS Team



NAS Interdisciplinary Team



Composition of the NAS Interdisciplinary Team

Screening/Expectations

(Work Group 1)

Identified need for:

- Standardized maternal/infant screening
- Early recognition
- Family education

Implemented:

- Family brochure
- Increased community awareness

Next steps:

- Screening guidelines
- Prenatal family education



Family brochure



Star News article

Scoring

(Work Group 2)

Identified: Variation in NAS scoring

Implemented:

- Inter-rater reliability training for medical team and nursing staff

Next steps: Initiate routine scoring validation



Inter-reliability Training

Medical Management Non-pharmacologic Measures

(Work Group 3)

Identified:

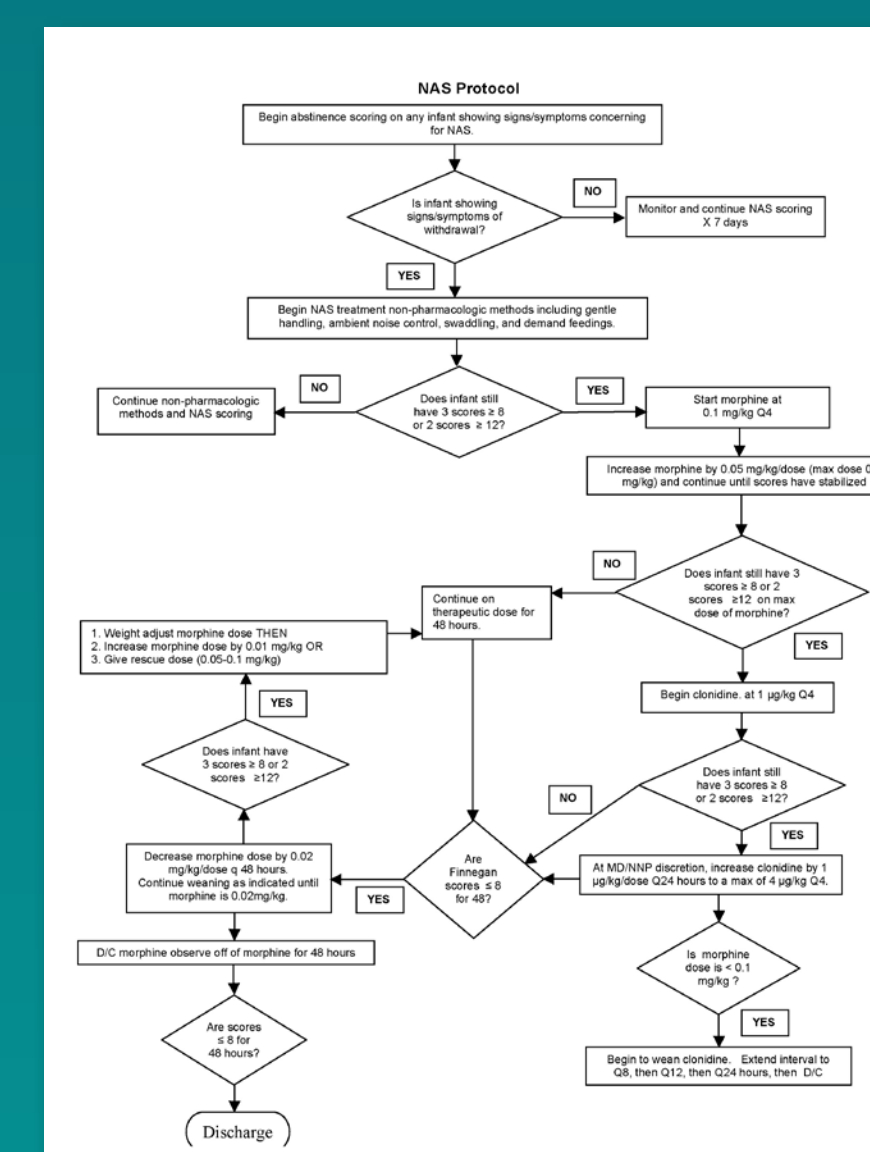
- Lack of standardized medical management
- Lack of standardized non-pharmacologic measures

Implemented:

- NAS medical protocol
- Volunteer program

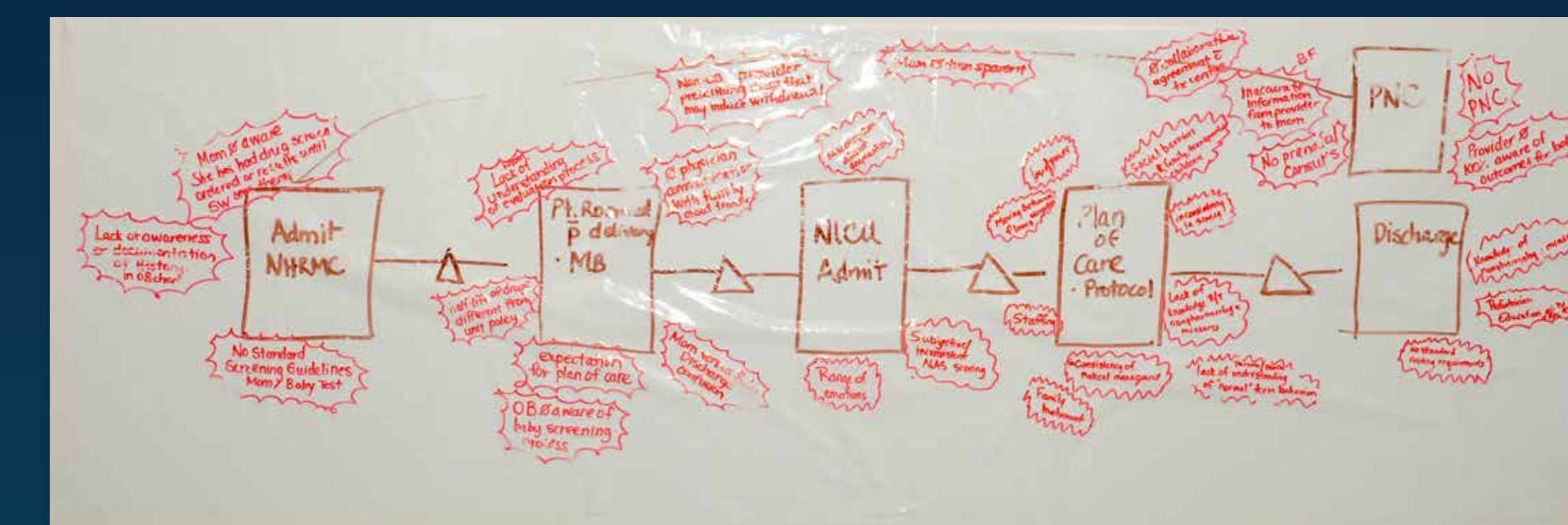
Next steps:

- Education
- Equipment
- Nurse/Patient Ratio



NAS Protocol

Process



Value Stream Map

- 4 months of sharing subjective data
- Collected objective data
- Developed a Value Stream Map which solidified our process and identified areas that need work
- Created 4 work groups

Family/Staff Satisfaction (Work Group 4)

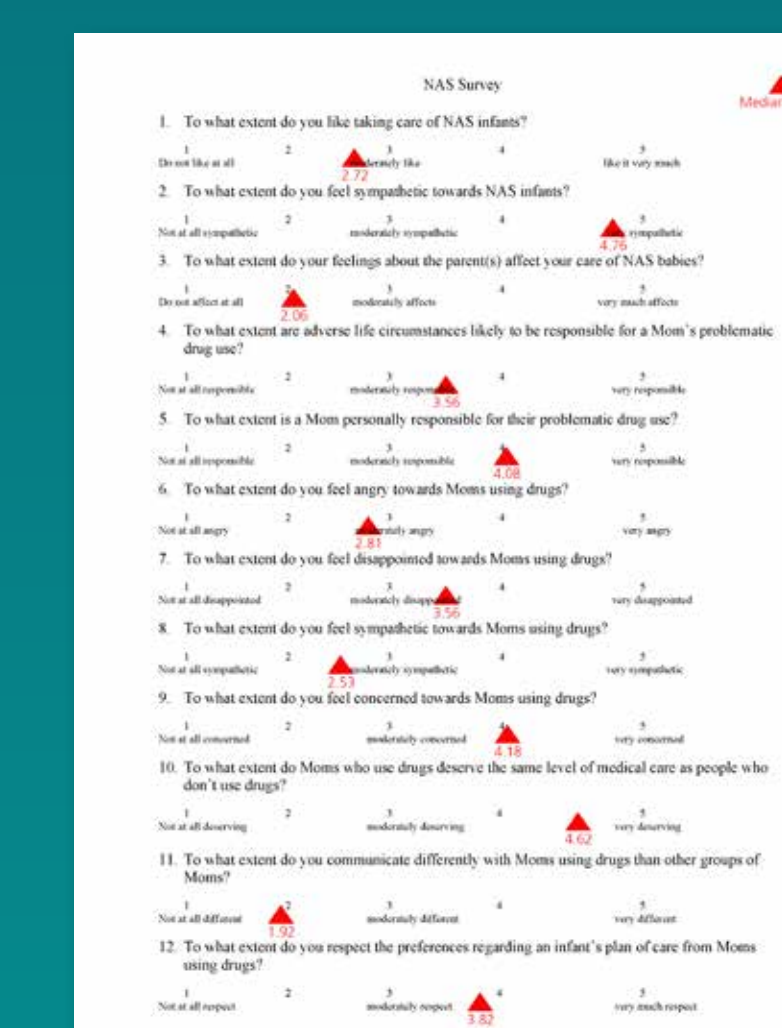
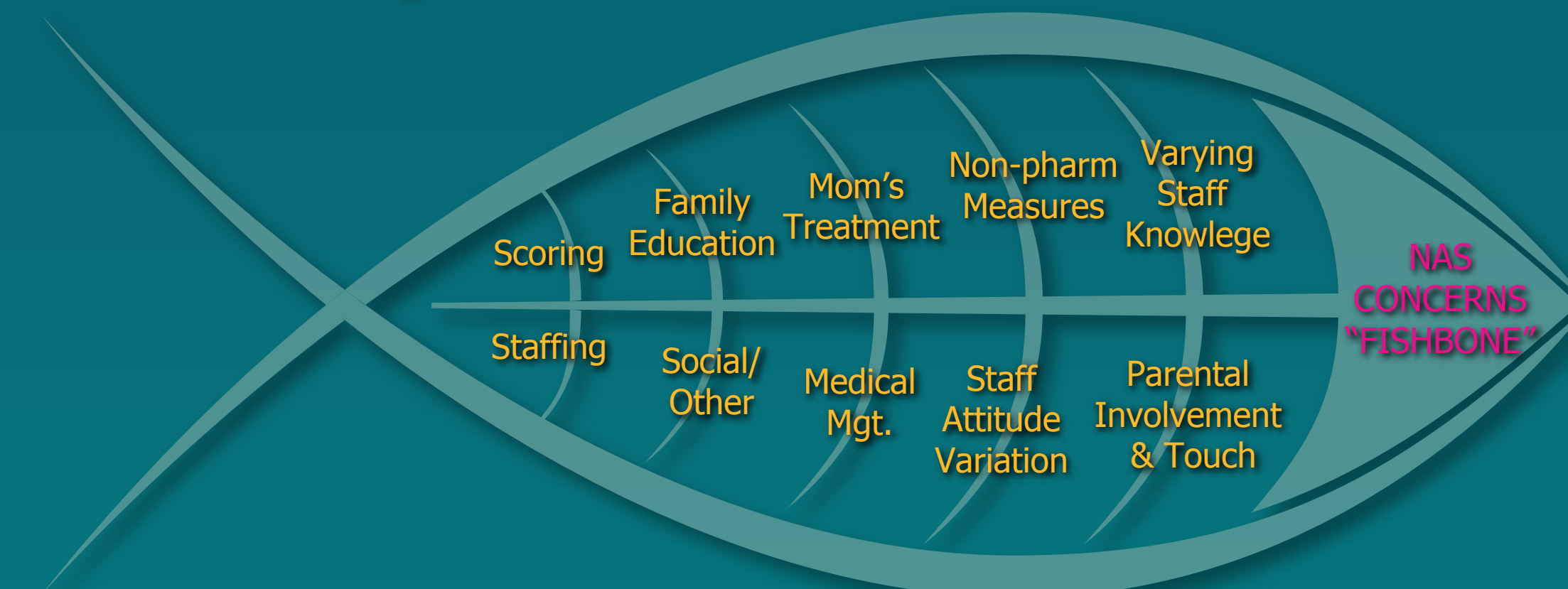
Identified:

- Concerns related to preconceptions regarding NAS families
- Lack of family engagement

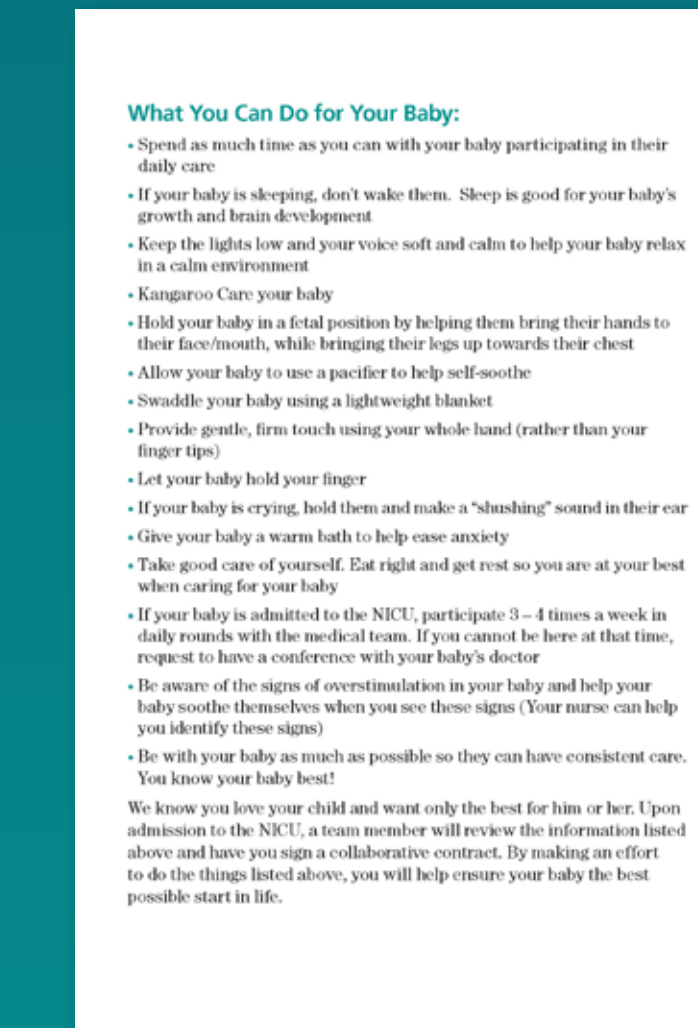
Implemented:

- NAS staff satisfaction survey
- Family engagement suggestions

Next steps: Address fishbone



NAS Staff Satisfaction Survey
Reference: Australia's NCETA
www.nceta.flinders.edu.au



Family Engagement suggestions

For more information, please contact april.caines@nhrmc.org