IGNITE Pediatrics: Engaging Families and Nurses in Family-Centered Rounds

Claire Hailey MD, Jennie Ott MS CCLS, Danielle Bean BSN RN, Linda Lorenc MSN RN, Nia Foney MD, Jennifer Lopez MD

Problem

• Family-centered rounds (FCR) can serve a critical role in communication between multidisciplinary hospital staff and caregivers.
• Research has demonstrated improved family experience and decreased harmful medical errors with standardized communication on FCR1, and a curriculum to enhance communication during FCR was well-received by residents2.
• Multidisciplinary participation in bedside rounds, with the goal of improving patient experience, is a priority in the Pediatrics Annual Operating Plan.
• The Pediatric Hospital Medicine teams lead FCR in Comer, but areas for improvement have been identified by key stakeholders.

Goal

Our goals are to increase family and nurse presence on FCR and to optimize communication between physicians, nurses, and families by using a standard presentation format during family-centered rounds.

Intervention Design

• Pediatric IGNITE members met with nursing and Patient Experience leadership to develop strategies and materials for education and engagement of residents, nurses, students, and families.
• Collaborated with key stakeholders including Comer bedside nurses, residents, and PHM attending physicians.
• Led teaching sessions with residents, students, attendings in July 2023, with nurses in August 2023.
• Disseminated standard rounding structure and expectations online, reviewed materials during daily unit huddles, and posted rounding visual aids at each patient room.
• Project and nursing leaders observe FCR for coaching residents, students, nurses, and attending physicians.

Pre-Intervention Data

1. (resident/student) I am able to activate and engage families and all members of the interprofessional team during family-centered/involved rounds.
2. How often is the bedside nurse able to attend rounds?
3. How often is a family member able to attend rounds?
4. How often does the family member share questions/concerns during rounds?

Results to Date

• Our initial FCR observations have shown that nurses are present for 89% of rounds, families are present during only 29% of rounds.
• When a family member was present during rounds, 93% were invited to share concerns and questions at the beginning of rounds.

Next Steps

• Our team will increase frequency of FCR observations to provide real-time education and feedback for residents, students, attendings, and nurses.
• We will develop standardized process for ongoing education to care team on FCR including onboarding for new staff.
• We will collaborate with families and the care team members to identify and reduce barriers to family participation in FCR.
• We will leverage GetWell Network platform to deliver education to families and promote daily FCR participation.
• We aim to expand FCR to all Comer 5 and 6 floor services by the end of 2023.

Ongoing Work

• We continue to collaborate with key stakeholders to assess nursing and family availability during FCR and to provide ongoing education to nurses and physicians.
• We are gathering data on reasons why nurses and families are not always present for rounds and why families may not share during rounds, in order to decrease barriers to participation.

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References: