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Title of innovation / initiative

TITLE: The Parent Led Neonatal Ward Round

Who knows a baby best? The parents!

- At Norfolk and Norwich University Hospital (NNUH) we have piloted parent led ward rounds in neonatal services.
- Providing a safe environment for parents to take the lead in implementing and planning the care of their baby with the medical and nursing team by their side during their time on the Neonatal Unit
- The parent led neonatal ward round concept was used at a NICU of similar size in the North of England but not used anywhere in the East of England



Problem

Feedback from parents showed that

- Parents felt like they did not have control of their baby's health during the hospital stay
- The use of medical language often confused them
- It felt like an inconsistent service – with a many different staff caring for their child due to changes in staff shift patterns / high turnover of staff
- We did not take every opportunity to encourage a strong relationship between parent and baby or a strong relationship/collaboration between the parent and healthcare team
- With transfers between hospital not all the information from the baby's time was available in a timely manner.
- Staff had difficulty in remembering dates (extubation, ROP screen, immunisations, etc) and needed to look them up.

Our view is that parents are ideally placed to “lead” the ward round, not just to observe. They are the constant throughout their baby's stay, and have only their own baby or babies to focus on

Aim

To introduce parent led ward rounds in our neonatal intensive care unit, which will promote family integrated care*, empower parents of babies on the NICU, improve long term outcomes and reduce the length of stay for our babies in hospital.

*Family Integrated Care (FIC) is an evidence-based model which integrates families as partners in the neonatal team caring for their baby, improving outcomes, and preparing parents for the transition from hospital to home.

NEXT STEPS: We aim to champion this service improvement to implement throughout the East of England Neonatal Network.

Plan

After reading about a similar initiative elsewhere, it was agreed to pilot parent led ward rounds at Norwich NICU so we

- **Formed a small working group to get the project started**
 - Nurse Practitioner from medical side
 - Sister from nursing side and started thinking of ways to move forward.
- **Discussed idea with both staff and parents and codesigned / developed**
 - an implementation plan
 - a pathway and promotional poster.
- **Identified staff champions**
- **Ran a 6 week trial** (Originally planned for 8 weeks, cut short due to Covid19)
- **PDSA Cycles**
 - Gathered parent feedback throughout
 - Amended the system and process based on feedback.
- **Produced a guideline/Standard Operating Procedure** which was discussed in governance group and supported by the Medical NICU lead

Benefits

- Parents better prepared to care for their child in the home and the future
- Parents feeling of ownership of their baby's hospital stay
- Utilising knowledge of the parent as the only consistent person in their baby's life - *Parents remember dates (extubation, ROP screen, immunisations, etc) without needing to look them up and help piece together when and in what order events happened.*
- Building a strong relationship between parent and baby
- Building a strong relationship/collaboration between parent and healthcare team
- Reduced length of stay for the baby
- To improve outcomes such as bonding and attachment.
- Promotes parent's identity and sense of control
- Provide information from baby's time at other hospitals.

Measures

Our pilot of parent led ward rounds took place with 12 sets of parents over a 6 week period (*unfortunately, the pilot was cut short due to Covid19 restrictions*)

- 100% of parents gave positive feedback
- 100% of parents wanted to continue leading the ward rounds
- 100% of parents were happy to speak to and encourage other parents to use parent lead ward rounds.

It is too early to indicate if all other benefits will be realised.

Resources / team

- Small working group formed with medical and nursing represented – became champions who were able to assist parents in preparing and offering support.
- Leadership team were behind the proposed initiative.
- Production of a guideline / Standard Operating Procedure
- A standard document for parents to complete was produced as both an aid memoir for parents to use and to serve as documentation for the Baby's notes.

Key learning

- Listen first, and learn what matters to parents
- You do not need to change how or when you run your ward round
- There is always more that can be done to improve the synergy between parents and staff.
- Finding people (staff & Parents) to step up and be champions of the project has provided huge benefit. All have been incredibly happy to be involved in projects that help right now and that have an impact on the long-term future of the NICU and its patients.

Tips for others

Just do it - You don't need to be senior to make a change like this, you just need to be passionate about how it will improve the care you can offer to your patients and you will find others to help.

If unsure - visit another hospital that has implemented it, this was very beneficial to us at NNUH.

Contact name:

Robert Daniels

Contact email address:

robert.daniels@nnuh.nhs.uk

Date of innovation / initiative:

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Do you have any attachments?

- "A picture is worth a thousand words". Are there any photos or graphics that could help bring your story to life?
- Are there any supporting materials, documents, communications, or other outputs that you used or produced that you could share to prevent others reinventing them?

If so, please upload them to the Fab site with this completed template.