

Wednesday Webinar: June 2018

Dissemination Audit Tools – Tips, Tricks, and Best Practices

Presentations by CHAMPS Hospitals

**Merit Health Madison
Merit Health Woman's
Anderson Regional Medical Center**

Press *6 to mute your line, #6 to unmute. Please do not press hold.
You can use the chat box for questions during the presentation.

Facilitator: Kirsten Krane, MS-MPH, RDN – CHEER Project Manager

Upcoming CHAMPS 4-Hour Clinical Skills Trainings

- Gilmore Memorial Hospital—Monday, June 25th (morning and afternoon)
- Singing River Hospital—Thursday, June 28th (morning and afternoon)
- Bolivar County Hospital —Thursday, June 28th (morning)
- MS Baptist Medical Center —Wednesday, July 10th (morning and afternoon)
- Rush Hospital —Wednesday, August 8th (morning and afternoon)
- Merit River Region —Friday, August 10th (morning and afternoon)

Trainings are open to all CHAMPS hospitals and CHAMPS community partners. You can register for the trainings at CHEERequity.org/trainings

- **Train-the-Trainer event** for the 4-hour clinical skills training — MS Baptist Medical Center — Wednesday, July 11 from 9-11:30 a.m.



Upcoming Wednesday Webinars

Webinars are held in collaboration with the Mississippi State Department of Health and are scheduled on Wednesdays from 12-1p CST

There will be a break in the webinars over the summer, with a new series starting in September.

If there are topics you would like covered, please email CHAMPSbreastfeed@gmail.com or talk to your CHAMPS hospitals coach about your ideas.



Dissemination Audit Tools – Tips, Tricks, and Best Practices



Discovery!

Learn about Baby-Friendly.

Appraise your own facility to see what you've already done – and what still needs to get done!

Development!

Make your plan.

1. Staff Training
2. Patient Education
3. Data Collection
4. Infant Feeding Policy

Dissemination!

Make the changes!

1. Train your staff
2. Implement Patient Education
3. Collect Data
4. Implement Infant Feeding Policy

Designation!

Practice makes perfect.

80% of patients are receiving Baby-Friendly care!

CHAMPS Mock Assessment

Readiness Assessment Interview (RAI) Call with BFUSA

BFUSA DESIGNATION VISIT!

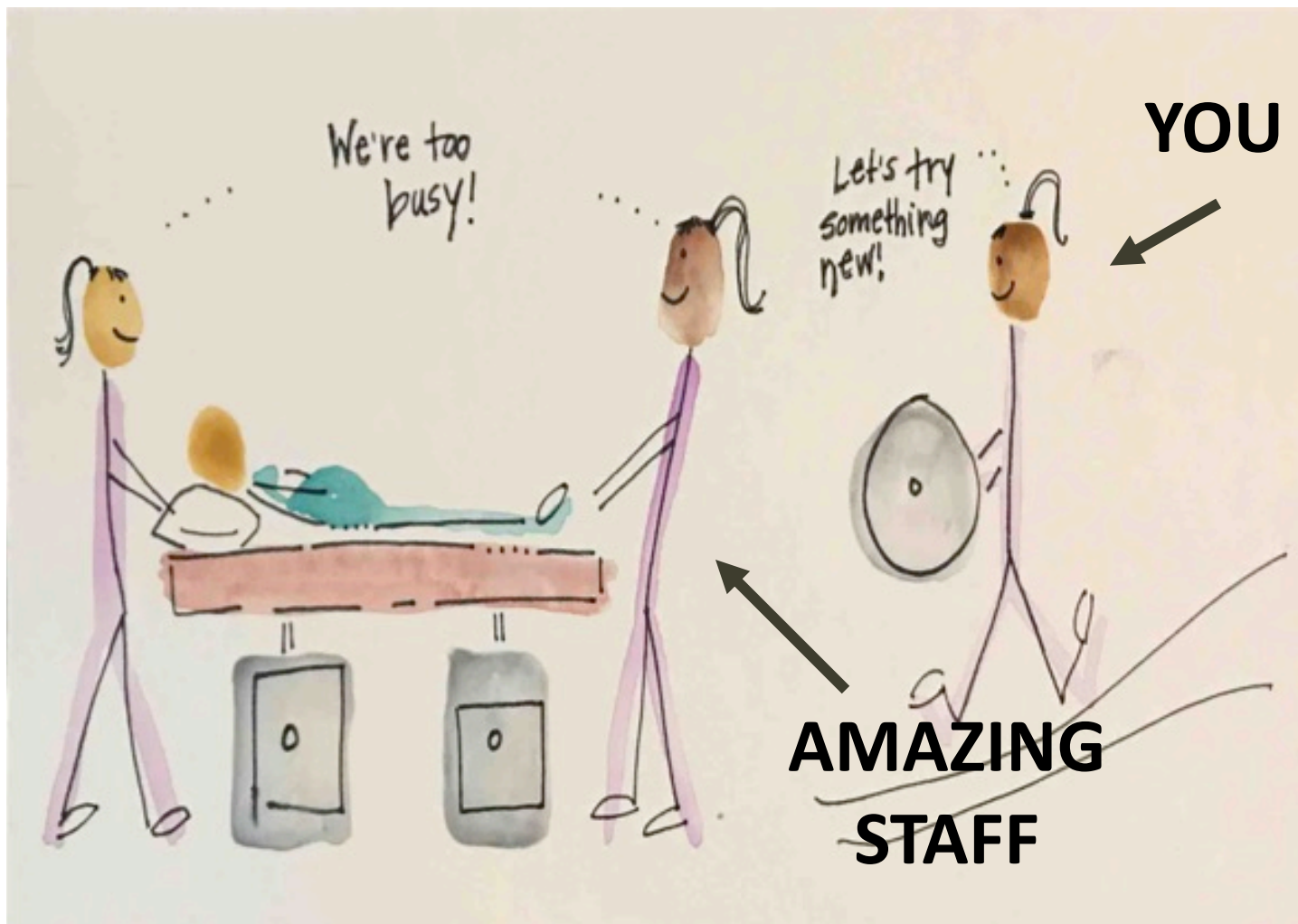
BFUSA Audit Tools

- **Audit of Step 1:** Policy Audit
- **Audit of Step 2:** Staff Training Audit
- **Audit of Step 3:** Prenatal Breastfeeding Education Audit
- **Audit of Steps 4 & 7:** Skin to Skin and Rooming In Audits
- **Audit of Steps 5, 8, 9 & 10:**
 - Show mothers how to breastfeed
 - How to maintain lactation even if separated from their infants
 - Encourage breastfeeding on demand
 - Give no pacifiers or artificial nipples to breastfeeding infants
 - Foster the establishment of breastfeeding support groups
 - Refer moms to breastfeeding support upon discharge
- **Audit of Step 6:** Supplementation Practices Audit
- **International Code Audit**

BFUSA Audit Tools: Postpartum Patient Interviews

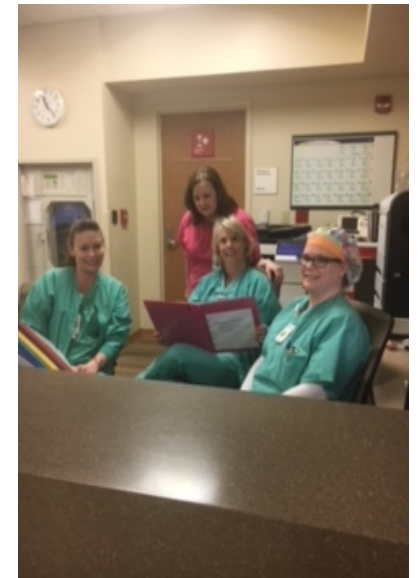
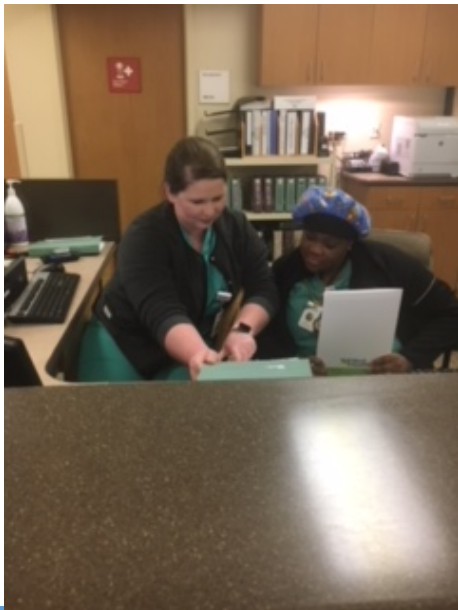
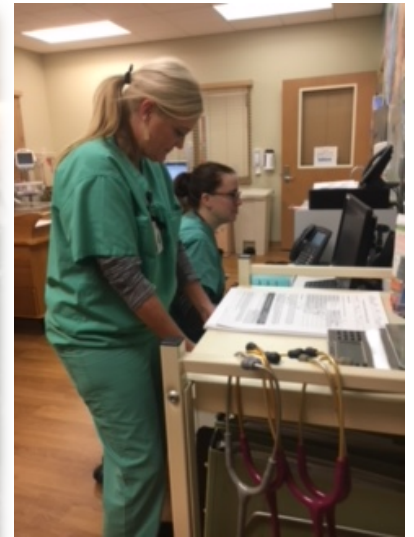
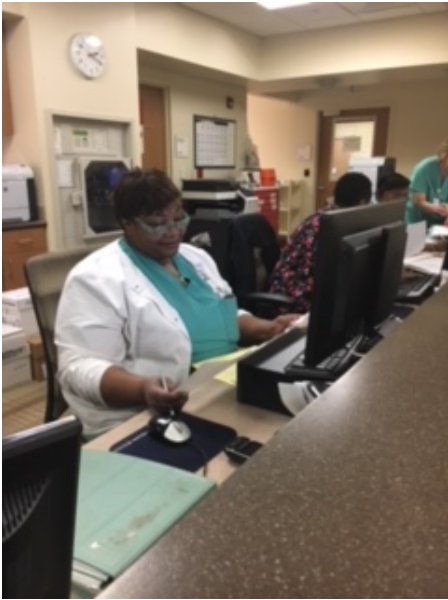
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- **International Code Audit**

Purpose of the Audit Tools





MERIT HEALTH MADISON CANTON, MS



DISSEMINATION AUDIT TOOLS: TIPS, TRICKS, AND BEST PRACTICES



- Culture change/Shift
- Impartation of Baby-Friendly Information to facility staff
- Data collection and audits should begin immediately

DISSEMINATION AUDIT TOOLS: TIPS, TRICKS, AND BEST PRACTICES



Sharing great information is good.
Sharing relevant information is
great.

- PLANNING
- CONSISTENCY
- FOLLOW UP
- SHARING

DISSEMINATION AUDIT TOOLS: TIPS, TRICKS, AND BEST PRACTICES



- Does the audit tool provided work for our needs?
- How many audits should I do each week?
- What is the best place to conduct the audits?
- What is the best way to get the information that is needed?

DISSEMINATION AUDIT TOOLS: TIPS, TRICKS, AND BEST PRACTICES

WHAT YOU DO
EVERY DAY
MATTERS
MORE THAN
WHAT YOU DO
ONCE IN A WHILE.

CONSISTENCY

- Engagement
- At all times

FOLLOW UP

- Individual/Unit Meetings
- Patients & families

DISSEMINATION AUDIT TOOLS: TIPS, TRICKS, AND BEST PRACTICES



- Priority/Focus Topic
- Areas of improvement
- Areas of concern

DISSEMINATION AUDIT TOOLS: TIPS, TRICKS, AND BEST PRACTICES

KEY POINTS

- Learn what works best for your facility
- Know your staff
- Share what you have learned
- Be creative; innovative



DISSEMINATION AUDIT TOOLS: TIPS, TRICKS, AND BEST PRACTICES



GOALS

- EVIDENCE-BASED INFORMATION
- SAFE ENVIRONMENTS & OPTIMAL NUTRITION
- BABY FRIENDLY HOSPITAL

QUESTIONS





Rene' Simpson, BSN, IBCLC
Merit Health Woman's Hospital

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- Merit Health Woman's Hospital is part of the Merit Health System under the Community Health Systems umbrella
- The Merit Health System was recently honored by CHAMPS as Champion of the Week.



- MHWH delivers approximately 1100 babies each year
- No pre-natal clinic
- Our physicians are not employed by the hospital
- Level 3 NICU, L&D, Newborn, Post-partum/med-surg and same day surgery units



- Lactation department consists of 1-FT IBCLC, 1-FT CLC, and 1 prn IBCLC
- 1-FT Newborn night RN is also CLC
- The Merit Health Lactation Center is housed in our hospital and sees patients from any hospital in the area by appointment. Patients are seen by myself or our prn IBCLC.



OUR BFHI JOURNEY

- CHAMPS Hospital 2015
- Entered into Discovery in January 2016
- Development May 2016
- Dissemination January 2017
- Designation September 2017
- Readiness Assessment Interview January 2018
- On-site survey will be this fall



CHALLENGES

- No pre-natal clinic for education
- Closing the “nursery” and rooming in
 - Moms returning for second or third baby did not understand changes
 - C-section post-partum recovery
 - Rooming in proved more difficult for night staff
- Post-Partum nurses also have med surg assignments. Time constraints for assisting moms



DISSEMINATION AUDIT TOOLS

- Audit tools look a bit overwhelming at first
- Trial and error-Who will actually conduct the audits?
- Trial and error-When to conduct mother/staff audits?
- Develop action plans based on audit results
- Management and Administration need to be aware of audit results each month
- Post results each month for staff to review



WHAT WE HAVE LEARNED FROM THE DISSEMINATION AUDITS

- Mother audits are very telling
- On-going daily audit occurs just by talking to mother
- Staff audits and education can be a challenge. Often hard to find down time for busy staff to sit and answer audit questions. Quizzes, “Potty Notes”, assign staff to Lactation on down time days.
- Each month is different! Numbers fluctuate!



READINESS ASSESSMENT INTERVIEW

- ORGANIZATION OF THE AUDITS -EXTREMELY HELPFUL DURING CALL
- NOTEBOOK WITH RESULTS FOR EACH MONTH
- REVIEWED EACH STEP INDIVIDUALLY AND PLACED IN NOTEBOOK
 - EX: STEP 1-Policy Audit Tool



Thank You Merit Woman's!





Lindsey Robertson, RN, CLC

Anderson Regional Medical Center

Meridian, MS



Anderson Regional Medical Center

- Established in 1928
- Family owned
- Level 3 NICU
- 7 LDR Rooms, 3 Triage Rooms, 2 Operating Rooms on unit, 25 Antenatal/Post-Partum Rooms
- Separate L&D, Post-Partum and Nursery staff
- 2 IBCLCs, 2 CLCs
- Average 1200 deliveries per year
- Currently in phase D3
- One hospital affiliated prenatal clinic

Before Baby-Friendly Pathway

- No skin-to-skin offered
- All babies were bathed in the nursery immediately after delivery, averaging 2-3 hours of separation
- Majority of babies went to the nursery during the night
- All babies were sent out with a paci in crib
- All moms discharged with formula bag and sample
- No prenatal breastfeeding education provided by prenatal clinics

Patient Audits- Prenatal

- 2 nurses from our affiliated clinic on our core team
- Educate nurses on benefits and importance of Baby-Friendly
- Allow these nurses to take ownership and responsibility for completing their audits
- Follow up with a couple of audits on your own for validity verification

Patient Audits- Post-Partum

- Recruit 2-4 core team members to conduct monthly audits
- Can be done on patient's discharge day or via phone after discharge
- Consistency and unbiased is key
- Remember it is what the patient perceived and/or remembers
- Follow each audit with an audit of the EMR to be sure your documentation matches
- Match EMR to audit tools for easy data search

Patient Audits- Post-Partum

- Easiest to complete audit tool 4&7, audit tool 5,8,9, &10, and audit 6 on the same patient
- Keep log of those audited
- Wait until all audits for the month are completed before tallying
- Tally up in a quiet room (they can start running together and errors are easily made)

Acting on Audit Results

- Share results with all staff members, highlighting those that fell below 80%
- Remember to give praise for those areas that improved and/or met 80%
- Brainstorm with your core-team how each area can be improved
 - Simple reminders via e-mail or unit meetings
 - Further staff training (skills fair, net learning, competency check-offs)
 - One-on-one staff counseling (if a trend is noted with one particular staff member)

Staff Audit Tool

- 80+ staff between our three units
- Too many to do individual audits
- Net Learning test identical to audit
- Individual report on each staff member printed





Print Exam



Anderson Regional Medical Center

Org: North

Participant: Lindsey P Robertson

Date: 03/05/2018

Test: Nurs: Baby-Friendly Staff Audit, Grade: 0

Course: Nurs: Baby-Friendly Staff Audit

Correct Answer	User Answer	Question and Answers
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Question 1: 1. List four benefits of breastfeeding for mothers and/or babies.

1. Decreases risk of ear infections for baby
2. Decreases the risk of cancer for mom and baby
3. It is free
4. Mom passes antibodies through her breastmilk to baby to fight infection

Question 2: 2. Why is it important for all pregnant women to receive information about the benefits of breastfeeding?

So mom can make a fully informed decision

Question 3: 3. Why is it important that all pregnant women receive education about how to manage breastfeeding?

To prepare them for breastfeeding

Question 4: 4. Why is skin-to-skin important? (3 answers are required)

Next Steps

- Making sure the number of audits done each month and results stay consistent
- Improve EMR, allowing for more consistent documentation

