

Transport Card and Story

PBP: Support the family's initiative to envision and record their infant's story

Map Phase: Preadmission

Source: Vermont Children's Hospital at Fletcher Allen Health Care
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We began this project by interviewing five families whose infants were admitted via neonatal transport. We asked 1) if the family could remember the names of the transport team members, 2) if they received an instant photo of the infant and 3) if they received a diary to start recording the infant's story. As expected, most of the responses to our questions were "no". We agreed that assisting families in recording their infant's story would be a way to provide concrete information, thus helping to build trust and confidence with the health care team. We created an index card with the infant's name, date of birth, weight, length and photo on one side and our family-centered care philosophy statement with space to write in the names of the transport team members on the other side. We developed a brief diary - "My Transport Story" which also states our family-centered care philosophy and provides space for the family to write information on their infant's birth and transport to the NICU.

We invited members of the Neonatal Transport Team and Transport Advisory group (TAG) to join us at one of our weekly meetings to explain our ideas and to elicit input/ideas from them. With support from TAG, we implemented the 1st PDSA cycle with the transport team leader responsible for filling out the index card complete with photo and directing the family's attention to the diary. Project details were communicated to the staff two-weeks prior to implementation.

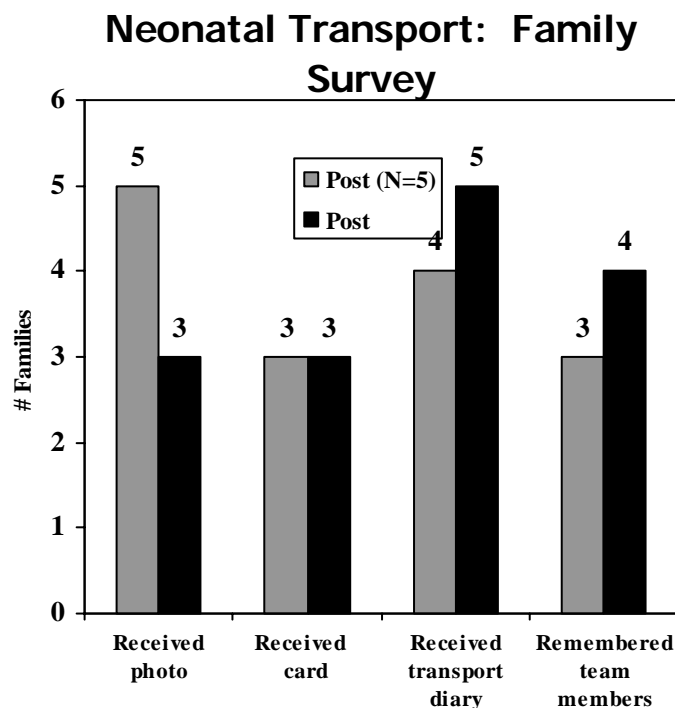
Several system issues hindered a smooth implementation of the project. Although a small instant camera was donated, it took a few weeks to locate appropriate film for the camera. Fitting all of the information we wanted onto a small index card with a space to insert a photo involved multiple drafts. After implementation, we ran out of available cards. Issues with quality of the photos, lack of a back-up camera, and storage details arose. Not all families received a card and/or photo. The time to complete a card was minimal and the diary had a clear place to reside so these issues were not problematic. Having designated the team leader early on to be responsible for this aspect proved to be a key step.

Follow-up PDSA cycles included improvements to the cards, designation of a NICU staff member to keep an adequate supply, purchase of 2 digital cameras with printers which are available for transports and inservices to NICU staff on the use of the new cameras/printers. There has proved to be a learning curve in the use of the new photography equipment which has impacted the consistency with which families receive photo cards.

Setting a target date for implementation of the new tools and follow-up interviews kept the momentum going for the project. We shared positive responses from families via E-mail and newsletters to keep the staff informed of the how the project was going and maintain interest. Having attractive cards and good quality photos provided incentive for staff to give the photo cards to families although in follow up interviews parents did not receive cards 100% of the time. Having the transport diary included in the NICU orientation booklet has assured that 100% of families get the diary. The response of families to the diary has been very positive.

The sample size for the measures is small. Follow up measures of the project have improved but are not yet 100%. The occasional critical transport has impacted the consistency of providing the photo cards to families. Once a project is initiated, a team approach to assuring information gets to families may be more effective.

Giving the family their infant's photo card as the parting interaction (as some break down into tears and questions/concerns may not get verbalized) has proved effective.





My Transport Story

Family-Centered Care Statement

Neonatal Intensive Care Unit

We believe that each parent and child relationship is unique. We are committed to promoting a nurturing and supportive environment where the child is part of the family and the family is part of the care team.

My Arrival

When was I born? _____ at _____

Where was I born? _____

How much did I weigh? _____

How long was I? _____

What was the weather on the day I was born? _____

What did I look like when I was born? _____

Who took care of me at my home hospital? _____

Thoughts and feelings: _____

My Trip to the Neonatal Intensive Care Unit

When did I go to the Neonatal Intensive Care Unit (NICU)?

How did I get there?

Who were the members of the transport team?

When did my family see me in the NICU?

Thoughts and feelings:
