Improving House Staff Education and Documentation in the Neonatal Intensive Care Unit

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BACKGROUND

- House staff orientation has communicated expectations regarding documentation, but Team Summaries continued to be incomplete.
- Incomplete or incorrect documentation results in:
  - Increase workload of other providers
  - Delay discharge
  - Poor communication with community physicians providing follow up care

OBJECTIVES

- Improve communication and team work between all NICU providers.
- Reduce workload on providers completing the patient's discharge, and reduce risk of aberrant delivery of patient care.
- Reduce cost of hospital stay from delayed discharge secondary to incomplete documentation and inefficient communication.

ACKNOWLEDGEMENTS

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IMPLEMENTATION

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<tr>
<th>Step</th>
<th>Task</th>
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<td>1 Baseline</td>
<td>Using REDCap, collected data from interns to assess their understanding of documentation expectations after orientation. Requested feedback from house staff for ways to improve NICU orientation. Performed chart review to track metrics for incomplete documentation.</td>
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<td>2 Team Summary Tips</td>
<td>Created tip sheet to communicate expectations and guidelines for complete and correct documentation for all providers. Placed copy of tip sheet at each computer station in physician and nurse practitioner work areas.</td>
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<td>3 Education</td>
<td>Neonatal nurse practitioner presented documentation expectations in PowerPoint presentation at monthly house staff orientation. Attending physicians responsible for house staff orientation reinforced the importance of the documentation guidelines at orientation. Physicians at the fellow level, along with neonatal nurse practitioners, received the PowerPoint presentation and tip sheet to provide additional support and guidance for house staff. Systems Support Specialist created PowerPoint and handouts, and conducted chart review. Learning module available on the house staff education website and YouTube.</td>
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RESULTS

- Improvement from 21% to 51% for immunization, hearing screen, and state (newborn) screen documentation for new interns.
- Improvement from 65% to 74% for completion of interim summaries by new interns.

IMPLICATIONS

- House staff documentation has improved in several key areas.
- House staff have identified the beneficial, as well as less effective, means for communicating expectations in the NICU.
- Continue to obtain feedback from interns through exit surveys.
- Continue to collect data to determine if staff documentation improves over the next year.