

Updating Mothers Within an Hour of Newborn's Admission to Neonatal ICU

Educational Module to Improve Patient Satisfaction and Healthcare Quality



Aims and Objective

- Review the following PowerPoint slides.
- Understand the importance of timely updates and communication with mothers when babies get admitted to the NICU (review references).
- Complete the questionnaire supplied at the end of the presentation and submit it to back it, Dr. SM, via email.
- Try to update the mother as soon as possible after the infant's admission to the NICU.
- PDSA cycle 1: Dr. SM will follow up with the mothers to see when were they updated.
- Dr. SM will analyze the data, report the results and start PDSA cycle 2.

Background/ Introduction

Admission of newborn infant to the NICU is associated with increased stress on parents which can influence the bonding. Mothers were reported to have increased stress after preterm birth and admission of their infant to NICU (Pichler-Stachl et al., 2019, Garfield et al., 2021).

According to a review by Tahirkheli et al. (2014), the mothers of infants admitted to the NICU are at greater risk for relationship difficulties, family stress, and financial stress are 40% more likely to develop postpartum depression.

1. Pichler-Stachl, E., Urlesberger, P., Mattersberger, C., Baik-Schneditz, N., Schwabegger, B., Urlesberger, B., & Pichler, G. (2019). Parental Stress Experience and Age of Mothers and Fathers After Preterm Birth and Admission of Their Neonate to Neonatal Intensive Care Unit; A Prospective Observational Pilot Study. *Frontiers in pediatrics*, 7, 439. <https://doi.org/10.3389/fped.2019.00439>
2. Garfield, C. F., Lee, Y. S., Warner-Shifflett, L., Christie, R., Jackson, K. L., & Miller, E. (2021). Maternal and Paternal Depression Symptoms During NICU Stay and Transition Home. *Pediatrics*, 148(2), e2020042747. <https://doi.org/10.1542/peds.2020-042747>
3. Tahirkheli, N. N., Cherry, A. S., Tackett, A. P., McCaffree, M. A., & Gillaspay, S. R. (2014). Postpartum depression on the neonatal intensive care unit: current perspectives. *International journal of women's health*, 6, 975–987. <https://doi.org/10.2147/IJWH.S54666>

Background/ Introduction

Patient satisfaction is used as a quality indicator in health care. Poor communication from the healthcare providers and lack of empathy lead to dissatisfaction (Prakash, 2010).

Prakash B. (2010). Patient satisfaction. *Journal of cutaneous and aesthetic surgery*, 3(3), 151–155. <https://doi.org/10.4103/0974-2077.74491>

Background/ Introduction

Research have shown ineffective team communication as the root cause for approximately 66% of all medical errors, while effective physician-patient communication has been shown to be correlated with improved patient health outcomes.

Healthcarecomm.org. 2022. *Impact of Communication in Healthcare | Institute for Healthcare Communication*. [online] Available at: <https://healthcarecomm.org/about-us/impact-of-communication-in-healthcare/>

Stewart MA. Effective physician-patient communication and health outcomes: a review. *CMAJ*. 1995;152(9):1423-1433.

Stewart M, Brown JB, Donner A, et al. The impact of patient-centered care on outcomes. *J Fam Pract*. 2000;49(9):796-804.

Background/ Introduction

Timely communications have been shown to attain patient satisfaction and developing a good physician-patient rapport and increase level of trust.

Honavar SG. Patient-physician relationship - Communication is the key. *Indian J Ophthalmol*. 2018;66(11):1527-1528. doi:10.4103/ijo.IJO_1760_18

Dang BN, Westbrook RA, Njue SM, Giordano TP. Building trust and rapport early in the new doctor-patient relationship: a longitudinal qualitative study. *BMC Med Educ*. 2017;17(1):32. Published 2017 Feb 2. doi:10.1186/s12909-017-0868-5

Gross DA, Zyzanski SJ, Borawski EA, Cebul RD, Stange KC. Patient satisfaction with time spent with their physician [published correction appears in *J Fam Pract* 1998 Oct;47(4):261]. *J Fam Pract*. 1998;47(2):133-137.

Background/ Introduction

It is therefore very important to provide timely update to the mothers about their babies admitted to the NICU. A timely update will enhance communication, increase patient level of satisfaction and potentially decrease maternal anxiety.

The healthcare quality chain



Please reply to the questionnaire on the next slide
and submit it to Dr. SM via provided email

Neonatal ICU Staff's Educational Questionnaire

1. Is Postpartum depression very uncommon?
 Yes No
2. Is Patient satisfaction closely related to timely communication?
 Yes No
3. Is it practical to update mothers within one-hour of their delivery?
 Yes No
4. Do you see the following as potential barriers to early (within an hour) maternal update?
 - a) Mother is sedated/under anesthesia. Y
 Yes No
 - b) Admission procedures (intubation, umbilical catheterization) in neonatal ICU take
time.
 Yes No

Completion of Data collection phase