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Countermeasures:

Goal/Objective:
1. 100% of the time child life will be notified prior to an IV start (common procedure that almost every patient will undergo) for all patients, including outpatients, during scheduled hours.
2. Child life specialists will have a formal referral process
3. Child life specialists will round every morning with the nurses to review patient plans including procedures and any anticipated special needs
4. 100% of nurses will be educated to the role and services of CCLS
5. Nurses and child life specialists will collaborate to meet the standards of care set by the American Academy of Pediatrics.

Baseline Metrics/Current State:

HCAHPS: How well did your child’s nurse explain things to your child?

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Figures 1 and 2 displays the HCAHPS scores that demonstrate an opportunity for increased and more collaborative communication.

Root Cause Analysis:

Problem: CCLS notified for IV Start

Why?
- Nurses often didn’t call a CCLS for procedures
- Nurses often didn’t think the patient needed a CCLS
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Root Cause: There was no formal leadership in the child life program to build structure and collaboration with the nursing staff around such procedures as IV starts, sedations, NG tube placement, etc.

Outcomes:

Why did your child’s nurse explain things to your child?

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Figures 2 indicates that 29% of all IV starts were missed at the start of the IVPS due to lack of nursing and child life collaboration.

Figure 1 displays the HCAHPS scores that demonstrate an opportunity for increased and more collaborative communication.

Next Steps:
- Continue CCLS expansion throughout the hospital
- Sustain and enhance the collaboration between CCLS and nursing staff in BBCH
- Child life specialists to be notified for sedations by provider in inpatient unit so he/she can call patient at home and start training the family early
- ED child life specialists available for night calls from BBCH nurses
- Expand to child life specialists present for all applicable procedures
- Continue to deliver the best possible pediatric experience to all patients and families at BBCH

Executive Sponsor: Mark Parker, MD
Facilitator: Brendan Lilley, Ruth Hanselman, Suncele Nayak, Stephen Tyzik, Amy Sparks

Problem/Impact Statement:

Scope: In scope: BBCH nursing team, Child Life Program, patients, and caregivers; limited to IV starts
Out of scope: Other MMC departments and Maine Health hospitals

Project: Improving Communication between Child Life Services and Nursing on an Inpatient Pediatric Unit
Last Updated: September 18th, 2018

Team Members: Sheryann St. Pierre, Elizabeth Shaughnessy, Bethany Kay

Printed by: St. Pierre, Elizabeth Shaughnessy, Bethany Kay

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