### Giving TIME Back to Moms and Babies

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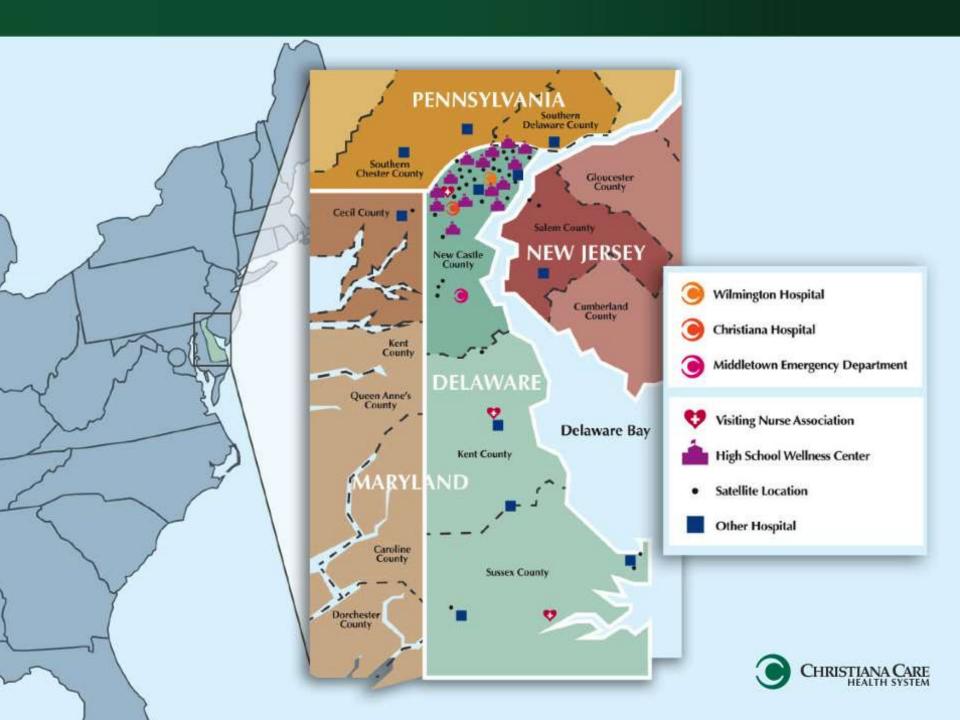








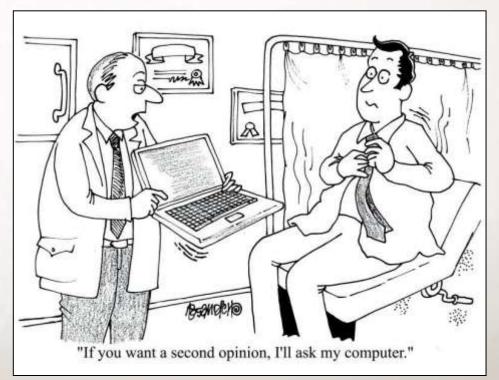






# Objective

Demonstrate how information technology can enhance the adoption of evidence-based practice and delivery of safe clinical care





### Pathways at Christiana Care

- Each Service Line was charged with creating a Pathway
  - Multidisciplinary Team
  - Baseline Metrics
  - Evidence Based Practice
  - Gap Analysis (identify goals)
  - Process and Outcome Measurements
  - Education
  - Control Plan





# Women's and Children's Service Line Goal:



https://www.todaysparent.com/baby/baby-health/how-to-help-your-baby-thrive-in-the-nicu/

### **Reduce Term Newborn Admissions to NICU**



### **Early Onset Sepsis**

- Sepsis Definition: Life threatening condition where the body is fighting a severe infection.
- Two types in Newborn:
  - Early first 24- 48 hours (mom)
  - Late 4-90 days of life (environment)
- Symptoms:
  - Not feeding well
  - Sleepy/Irritable
  - Temperature instability
  - Rapid breathing
- Immediate Treatment Required



### **Opportunity for Improvement**

### TIME



https://www.momjunction.com/articles/adorable-mother-and-baby-images\_00355204/#gref

The goal of the TIME (<u>Triple I</u> to <u>Manage Early-onset sepsis</u>) clinical pathway is to reduce the number of newborns  $\geq$  35 weeks gestation admitted to the NICU to rule out Early Onset-Sepsis (EOS) by 20% by June 30, 2017.



### **Team Members**

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# **Background / Clinical Knowledge**

#### Prior to the TIME clinical pathway...

- All infants born to a mother with a diagnosis of Chorioamnionitis were admitted to the NICU
- Newborns admitted to NICU to r/o EOS\* received:
  - Blood cultures and complete blood count (CBC) monitoring
  - Minimum 48 hrs of ampicillin/gentamicin
- Diagnosis of "chorio" varied. Multiple factors influenced diagnosis:
  - Maternal fever
  - Maternal and/or fetal tachycardia
  - Purulent or foul-smelling amniotic fluid or vaginal discharge
  - Prolonged rupture of membranes
  - Uterine tenderness
  - Elevated maternal white blood cell count



### **Background / IT Status**

- Clinical Documentation in Multiple Systems
  - OBIS (Obstetrical Information System)
    - Varied documentation
    - Inconsistent interface
  - Cerner PowerChart
  - Soarian
  - Pending PowerChart Maternity
  - Paper Documentation
- Varied Technical Competence
- Multiple Monitors



### Impact of Admission to NICU

- Mother/baby separation
- Unnecessary lab draws
- Risk for extended hospitalization
- Adverse events
- Cost associated with unnecessary care

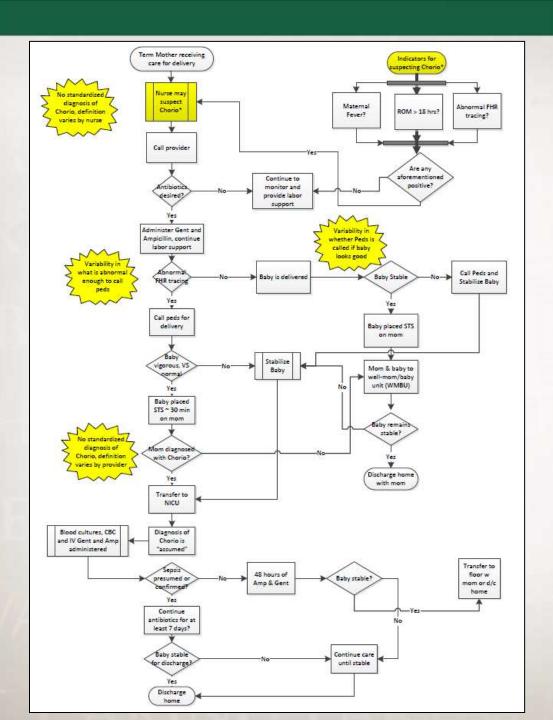




### **Baseline Data**

- Retrospective chart (1/1/15 to 1/23/17)
- Findings:
  - 23.1% (357/1543) of neonates (≥ 35 weeks gestation)
     were admitted to the NICU to rule out sepsis
    - 0.56% (2/357) had true positive blood cultures
    - 100% (357/357) received IV antibiotics
    - 3.4% (12/357) experienced an IV infiltrate
    - 2% (7/357) received IV fluids due to maternal request to exclusively breast feed while separated from mother's room
    - 5% (18/357) exclusively breastfed





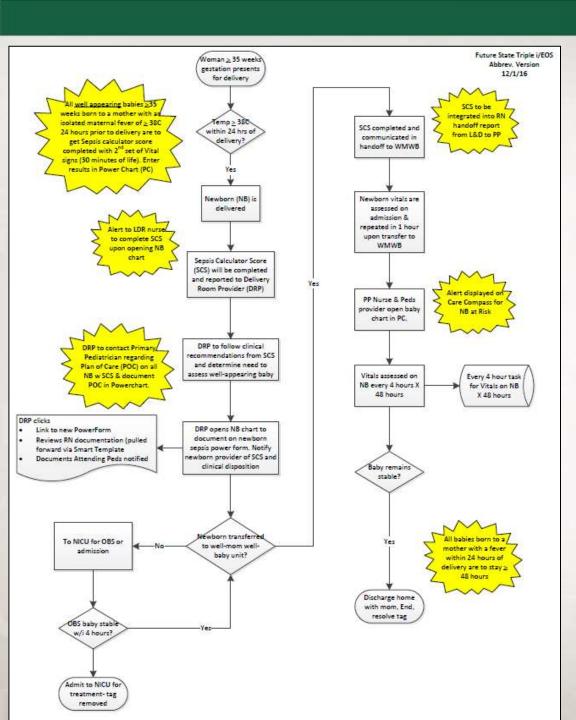
# Mapped *Current* State Process



### **Key Outcomes/Goals**

- Reduce NICU admissions by 20% in newborns at risk for EOS\*
- Utilize and monitor use of Kaiser Permanente Sepsis Risk Calculator on all at risk newborns
- Foster maternal-child "TIME" to bond
- Safely cultivate evidence-based practice and reduce unnecessary spending of scarce health care dollars





# Mapped *Future*State Process



### Where to Start?

All babies ≥35 weeks
born to a mother with a
temperature ≥ 38C prior
to delivery need a sepsis
calculator risk score
completed

Alert LDR nurse to complete sepsis calculator risk score upon opening NB chart

Communication of at-risk NB to postpartum care givers

Document DRP assessment & communication to Primary Pediatrician.

Vital signs every 4
hours for at-risk NB
for 48 hours



### **Proposed IT Solutions**

#### Automatic Tag



- Trigger additional steps
- Email notification
- Ongoing tracking and monitoring

#### Pop Up Alerts



- Labor and Delivery Nurse
- •Delivery Room Provider
- •NICU Provider
- Post Partum Nurse
- Post Partum Provider

#### PowerForms



- Labor and Delivery Nurse
- Delivery Room Provider

#### Orders

Increase vital signs



# Implementation Challenges

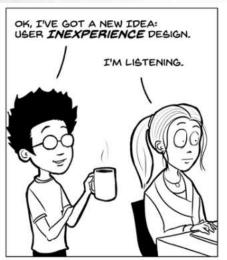
- Three separate systems
- No integration of OBIS non-prod to Cerner non-prod
- Mother/baby links
- Conflicting priorities
- Limited resources



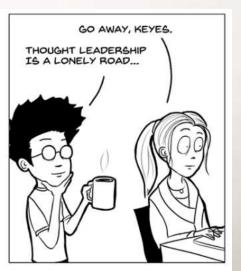


### Implementation Challenges

- Multiple disciplines impacted (160+ RNs/40+ providers)
- Sporadic cases
- Varied comfort level with technology
- Clinical practice changes
- Resistance to change









### Implementation Solutions

**Rolling Monthly Education Cart...** 

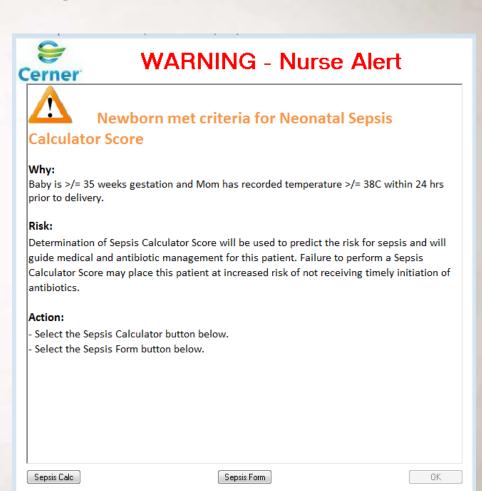


- Small Scale
   Simulation
- Screenshots
- Resource Books
- Staff meetings
- Individual 1:1



# **Labor & Delivery Nurse Alert**

- Pop-up on open chart when mom has a temperature > 38 degrees Celsius prior to delivery
- Link to Kaiser
   Permanente Risk
   Calculator website
- Click to PowerForm

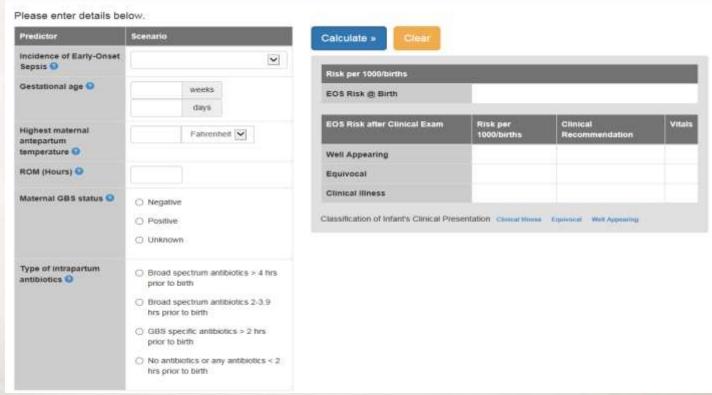




#### Probability of Neonatal Early-Onset Sepsis Based on Maternal Risk Factors and the Infant's Clinical Presentation

The tool below is intended for the use of clinicians trained and experienced in the care of newborn infants. Using this tool, the risk of early-onset sepsis can be calculated in an infant born ≥ 34 weeks gestation. The interactive calculator produces the probability of early onset sepsis per 1000 babies by entering values for the specified maternal risk factors along with the infant's clinical presentation.



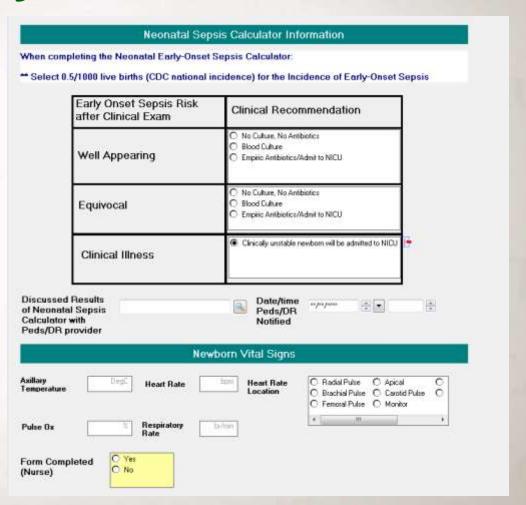




### **Labor & Delivery Nurse PowerForm**

#### **Documents:**

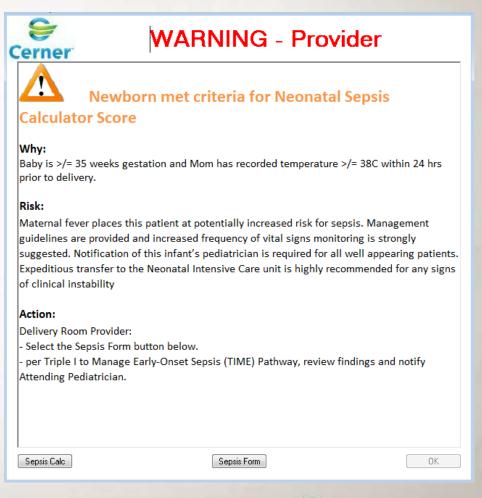
- Information from Kaiser Permanente Risk Calculator website
- Provider notification
- Initial Newborn Vitals





### **Delivery Room & NICU Provider Alert**

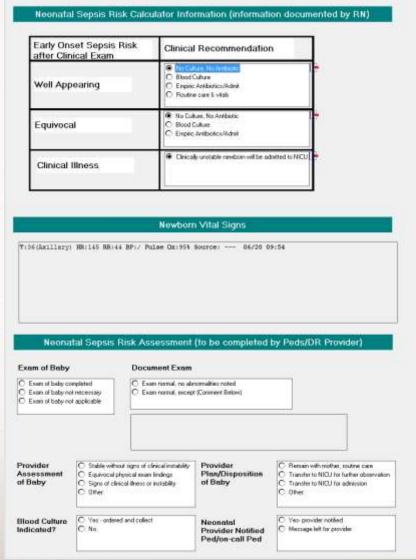
- Pop-up on open chart when mom has a temperature > 38 degrees
   Celsius prior to delivery
- Link to Kaiser
   Permanente Risk
   Calculator website
- Click to PowerForm





Delivery Room Provider PowerForm

- Displays nurse's documentation of:
  - Kaiser Permanente information
  - Newborn vitals
- Provider documents assessment, disposition, and communication to next provider



### **Postpartum Alert and Order**

- Pop-up when postpartum nurses and providers enter newborns chart for the first time
- Automatic Order for increased vital signs on arrival to Postpartum unit









### Clinical Pathway Go-Live 1/24/2017!

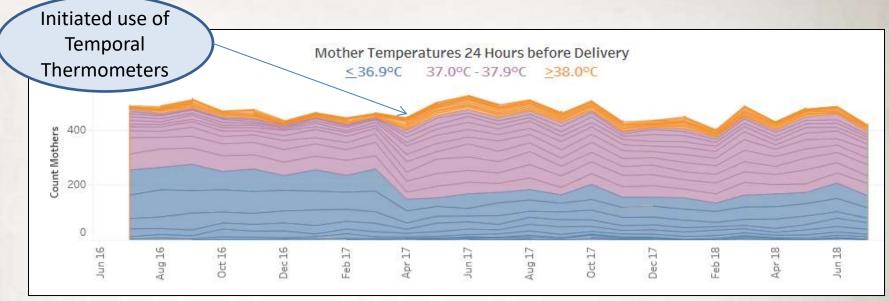


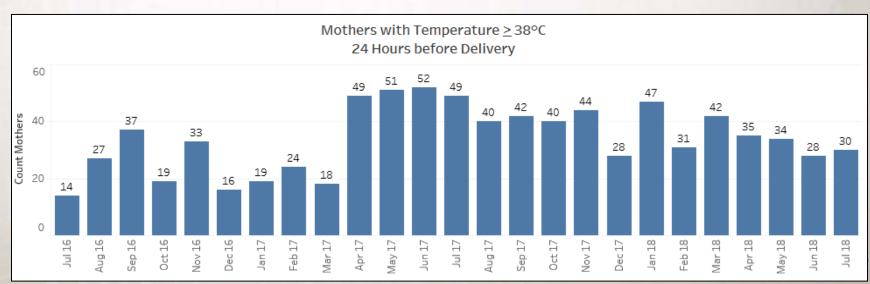
# Implementation Surveillance

Process Control Plan Matrix													
Process Control Plan for: TIME Clinical Pathway  Date: 11/14/16  Revision Date: 12/20/17  Approved By: TIME Pathway Steer													
	SOO GOTHE OF FRANCISC T	inie omnour ratifiway							Noviolon Bate. 12/20/17		Approved by: Time	T dilling Otoci	
Ref.	Control Subject	Subject Goal (Standard)	Unit of Measure	Sensor	Frequency of Measurement	Sample Size	Where Measurement Recorded	Measured by Whom	Criteria for Taking Action	What Actions to Take	Who Decides	Who Acts	Where Recorded
1	Nursing protocol compliance	Monitor compliance with nursing protocol for temperature (T) monitoring	Temp vital signs q 4hrs or q 2hrs if Rupture of Membranes (ROM)	OBIS, Power Insights	Monthly	30 per month X 3 with 100% compliance then GROW will monitor for issues	OBIS	L&D Nurse	< 100% compliance w monitoring T per Nsg protocol	Review perf and educate nurse	VP Patient Care Services for W&C services	L&D Manager	TIME CPW Dashboard
5	Neonatal Pathway participation	All tagged NB with a completed Sepsis Calculator Score (SCS)	# of NB with a completed SCS	Power Insights	Monthly	100% of all tagged NB	Transcribed from sepsis calculator into Power Chart	L&D Nurse	< 100 % of SCS not completed on tagged NB (trsf'd to WMWB)	Educate & coach nurse	VP Patient Care Services for W&C services	L&D Manager	TIME CPW Dashboard
6	Neonatal Pathway participation	All tagged NB with a completed Sepsis Calculator Score (SCS)	# of NB with a completed SCS	Power Insights	Weekly	100% of all tagged NB	Transcribed from sepsis calculator into Power Chart	L&D Nurse	Positive blood culture for neonate sent to the WMWB unit in TIME pathway or Death of neonate in TIME pathway	Follow Sentinel event process with RCA and/or convene TIME CPW team (within a month of event)	Director of Quality & Patient Safety W&C Services	Director of Quality & Patient Safety W&C Services	RCA &/or debrief summary kept in Safety and accreditation files
8	TIME Clinical Pathway Evaluation	Identify babies who go to well-mom well-baby (WMWB) and subsequently require transfer to NICU	# of NB with a completed SCS that get transferred to NICU from WMWB (to also be expressed as a % of the total with a completed SCS)	Power Insights	Monthly	100% of all tagged NB	HIMS, Power Chart	німѕ	Greater than 20% transfer rate from WMWB unit to the NICU	Convene TIME CPW team to evaluate pathway within 1 month of identifying the increased trend	Director of Quality & Patient Safety W&C Services	Director of Quality & Patient Safety W&C Services	TIME CPW Dashboard
10	Neonatal Pathway participation	Monitor compliance with Delivery Room Provider (DRP) contacting peds provider and completing form in Cerner	# of tagged NBs with completed forms in Cerner	Power Insights	Monthly	100% of all tagged NB	Power Chart	DRP	< 100% of NB transferred to WMWB have form completed	Reinforce education with DRP	TIME CPW Neonatologist & Director of Quality & Patient Safety W&C Services	TIME CPW Neonatologist	TIME Pilot Lo
11	Maternal Pathway participation	Monitor successful intrapartum antibiotic adminstration	# of tagged mothers receiving antibiotics (Ampicilini) after an initial temp of >30E and > 2 hours prior to delivery	Power Insights	Monthly	100% of tagged mothers delivering > 2 hour after initial temp ≥ 38C	Power Chart	L&D Nurse	< 50% of tagged mothers with T ≥ 38C do not receive Ampicillin within 2 hour of delivery	Reinforce education with OB/GYN providers and nursing	OB/GYN Department Chair, Medical Director of L&D, Clinical operations director	OB/GYN Department Chair, Medical Director of L&D, Clinical operations director	TIME CPW Dashboard
12	TIME Clinical Pathway Evaluation	Event Reporting System (R2L) alerts indicating issues of concern	R2L events (AKA Safety First Learning Reports)	R2L	Monthly	100% of R2L events involving CPW patients	R2L	R2L reporting system	- High Risk ("RED") baby transfers to WMWB unit instead of NICU -> 3 events of same nature in a week - Increased # of reports highlighting a developing new point of concern	Convene a team to debrief within I week and convene TIME CPW team if pathway issue	TIME CPW Neonatologist & Director of Quality & Patient Safety W&C Services	TIME CPW Neonatologist & Director of Quality & Patient Safety W&C Services	TIME CPW Meeting Note:

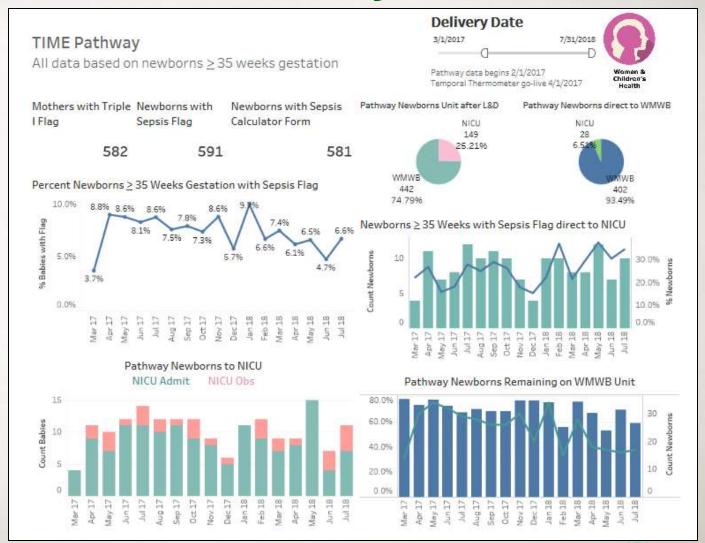


### **Practice Change Reduces Variation**





### **Clinical Pathway Dashboard**





# **Tracking Compliance**

#### TIME Pathway

All data based on newborns ≥ 35 weeks gestation

Mothers with Triple Newborns with New 1 Flag Sepsis Flag Cal

Newborns with Sepsis Calculator Form

602 614 602



#### Delivery Date

7/1/2018

7/31/2018

Pathway data begins 2/1/2017 Temporal Thermometer go-live 4/1/2017 9

Women & Children's Health

#### TIME Pathway

All data based on newborns ≥ 35 weeks gestation

Mothers with Triple Newborns with I Flag Sepsis Flag

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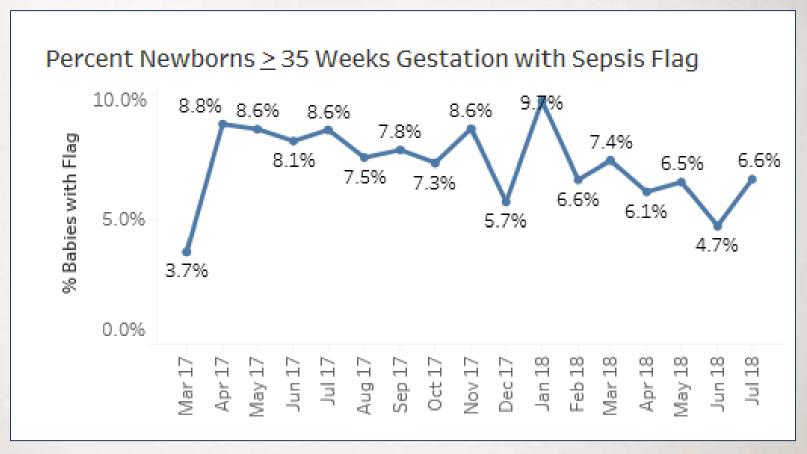
Newborns with Sepsis Calculator Form

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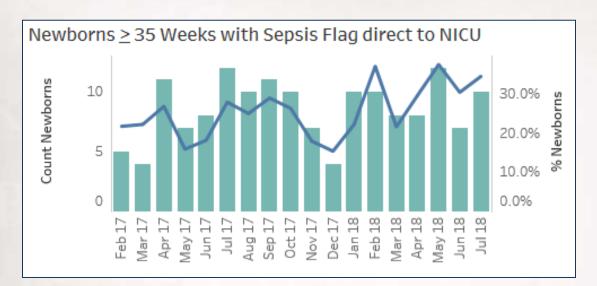


### **At-risk Babies**



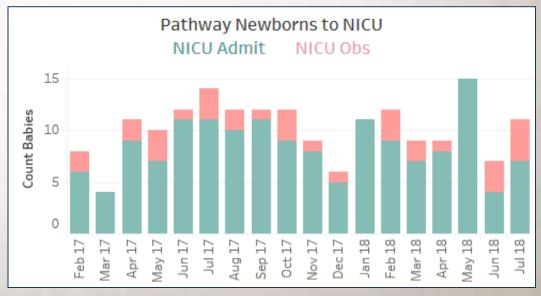
The increase in newborns identified as "at-risk" corresponds with the reduced variation in obtaining maternal temperatures observed with the switch to temporal thermometers

### **NICU Admissions**

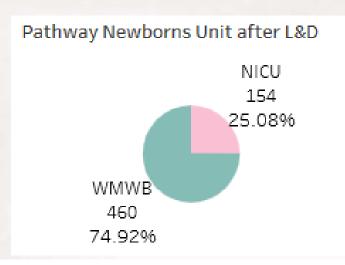


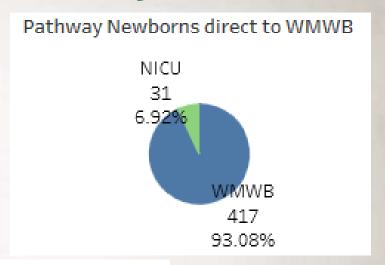
Based on clinical appearance and recommendations from Kaiser Permanente Sepsis Calculator

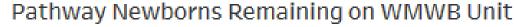
Tracking babies requiring more time to transition for potential impact on NICU staffing

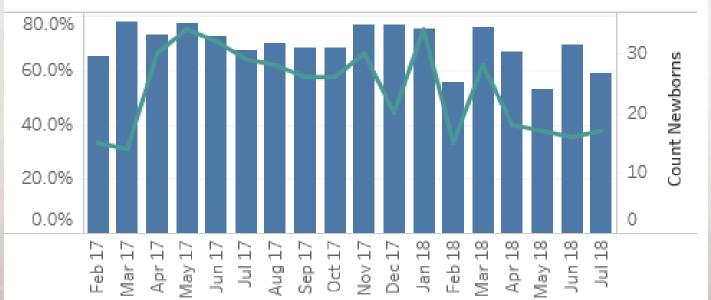


### **Newborn Pathway**



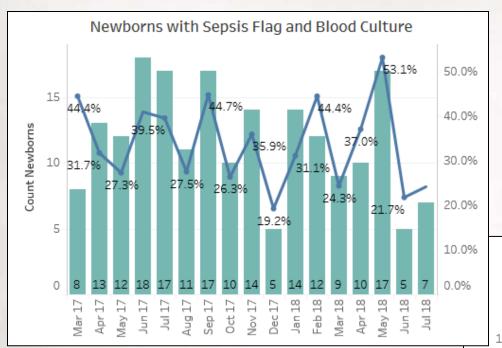




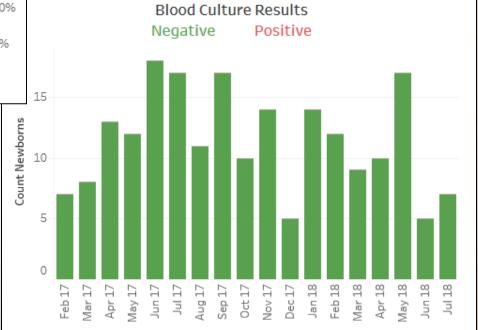




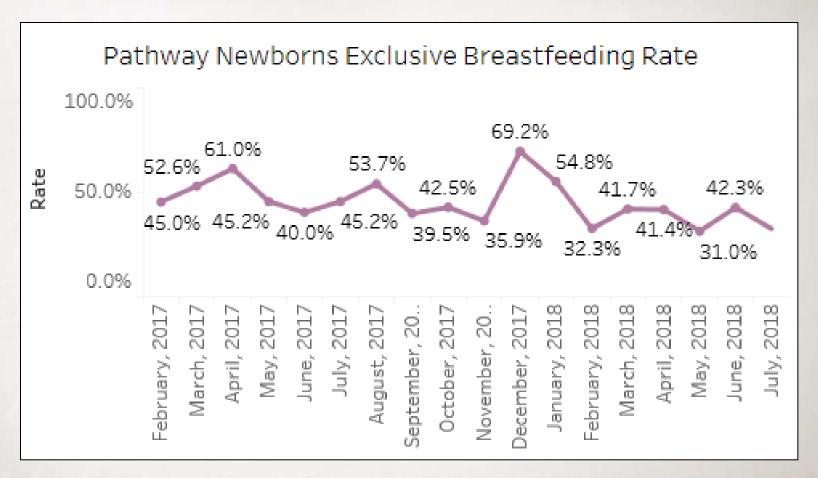
### **Blood Cultures**



No positive blood cultures to date in the TIME clinical pathway babies.



### **Exclusive Breastfeeding**



Prior to implementing the TIME Clinical pathway, the exclusive breastfeeding rate in newborns admitted to NICU to r/o sepsis was 5%

# Impact of Clinical Pathway

- Gave "together" TIME back to moms and babies
- Reduced NICU Admissions
- Increased exclusive breastfeeding
- Averted antibiotic exposure
- Reduced unnecessary interventions, i.e. blood cultures, IVs
- Generated reductions in NICU expenses of over \$400,000



https://www.usa.philips.com/healthcare/medical-specialties/mother-and-child-care



# WOW! A Reduction in Annual Expenses!!!



https://1john417.wordpress.com/2015/01/12/paradigm-shift/

Is this lost revenue?

Is this what we want?



# **Changing Healthcare Environment**

Fee for Service Pay for

**Bundled Payments** 

**Shared Savings** 

Total Cost of Care/Capitation

Population Health Capabilities

Clinical & Financial Risk

Longitudinal
Episodic Care:
Limited Risk

Longitudinal
Care:
More Risk

**Full Risk** 

Transactional & Episodic Care



### **Next Steps**

- Integrate pathway process into PowerChart maternity golive (Oct, 2018)
- Streamline process for completing and recording the Kaiser Permanente sepsis risk calculator into the electronic health record
- Continue to monitor evidence based practices for further opportunities to advance care delivery
- Create a value measure to track "Organizational Vitality" of the Clinical Pathway



### **Lessons Learned**

### Challenges & limitations of large healthcare IT projects

- Integration of multiple systems (or lack there of...)
- Resources
- Priorities
- Varied experience of staff
- Training
- Time

#### Smart Technology

- IT's the Future
- Powerful Tool
  - Standardize Care
  - Safety Net
  - Communication
  - Accountability



http://www.arooj.in/mother-&-baby-care.php



### THE CHRISTIANA CARE WAY

We serve our neighbors as respectful, expert, caring partners in their health. We do this by creating innovative, effective, affordable systems of care that our neighbors value. Christiana Care