



Patient Voice in Safe Sleep

Jefferson Einstein Philadelphia Hospital

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Background

Jefferson Einstein Philadelphia Hospital has provided Safe Sleep education for our patients for many years. However, Patient Voice was lacking in our Safe Sleep planning and implementation. Under the guidance of the PA PQC Patient Voice project, our hospital decided to evaluate two items - efficacy of current Safe Sleep education and modality that worked best for our patient population.

Plan

A multi-disciplinary team representing clinical, education, and quality was formed and the following SMART goal for this project was developed:

Twenty-five mothers, representative of the demographic breakdown by race/ethnicity of the delivering population, from the Perinatal Newborn Unit who received Safe Sleep Program education will be assessed for compliance with practices once home via a phone survey to determine what portions of the education, if any, resonated with the mothers and what modality of education worked best. Pre-survey (baseline) and post-survey (changes to education) will be used to modify education to emphasis those portions. Post-survey will include an additional twenty-five mothers surveyed, again representative of the demographic breakdown by race/ethnicity of the delivering population.

Do

The team developed a timeline for this project and a patient questionnaire that included scripting to ensure that educational deficits were addressed during the call.

To ensure a representative sample, patients were randomly chosen from a two-week time frame that reflected the racial/ethnicity breakdown of delivered patients during that month and a phone survey was conducted.

Patient MRN # _____ Phone # _____
Attempt #1 Date _____ Time _____
Attempt #2 Date _____ Time _____

Hello, We wanted to check in about your baby's sleeping practices.

Circle responses

1. Do you remember receiving SS education for your baby? Yes No
i. No - re-frame question - keeping your baby safe while they are sleeping? Yes No
1. If yes, move to Yes section
2. If still no, potential red flag - maybe didn't receive education by nurse or truly do not remember. Will need to review chart.
ii. Review basics with them over the phone. Obtain verbalization of understanding.
1. Stop interview
2. SS Education documented on chart during in-patient stay?
Yes No

i. Yes - what do you remember learning about SS?
1. Looking for Alone Back Crib/bassinet
a. If all three, great
b. If not, re-educate
2. How many of these are you doing? Alone Back Crib/bassinet
a. If doing all of them, great
b. If not, ask why, what is keeping you from practicing SS?
c. Re-educate

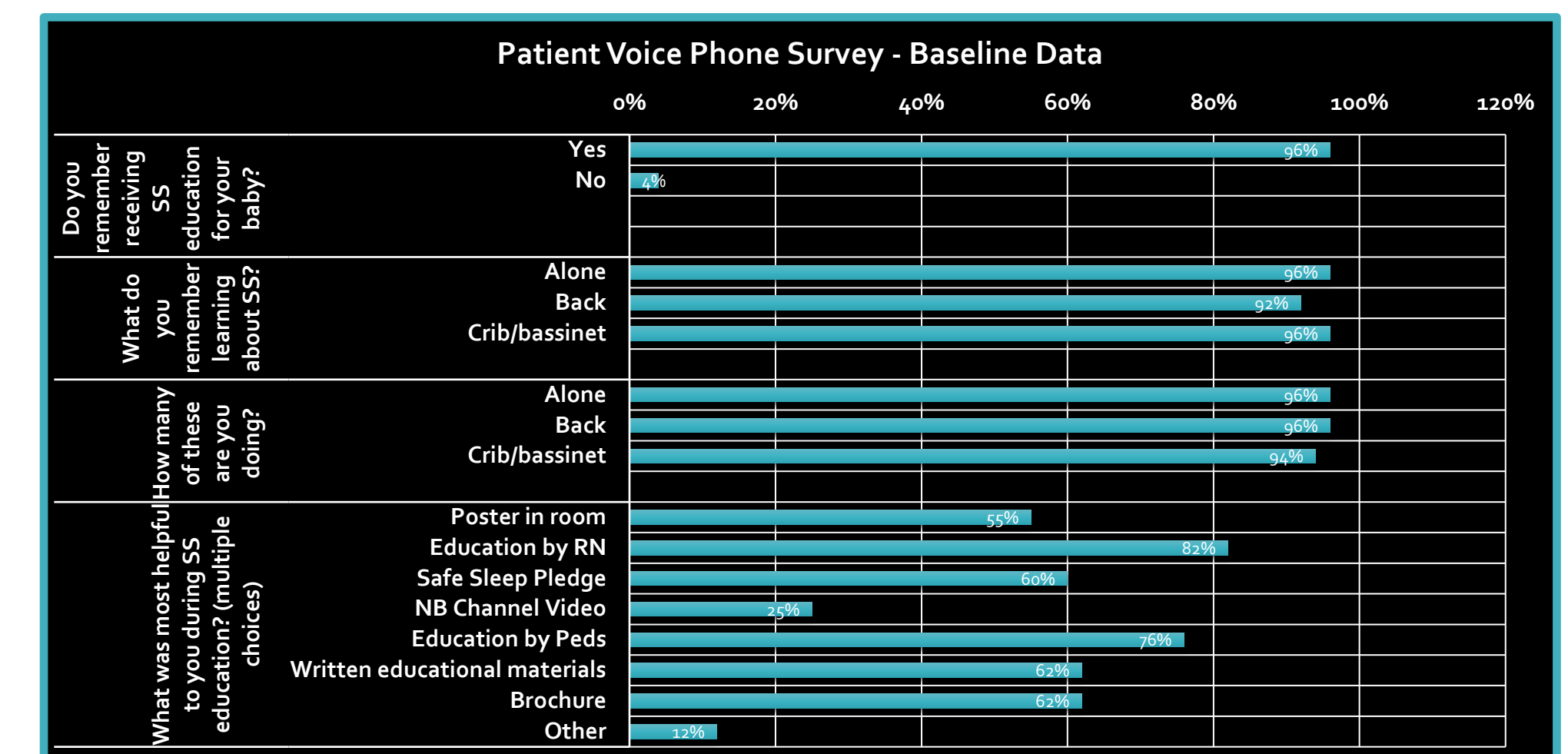
2. During your stay in the hospital, what was most helpful to you about SS education? What really caught your attention?
1. Poster in room
2. Nurse reviewed SS with you
3. Safe Sleep Pledge
4. Newborn channel video
5. Education by Pediatrician
6. Educational materials received
7. Brochure
8. Other: _____

Thank you for your time today!

On this topic, our team would like to learn from our peers other modalities to encourage Safe Sleep compliance within our patient population.

Study

The baseline data was very encouraging!



Team decided to not change the Safe Sleep education, but to add another modality to reinforce Safe Sleep principles in the form of a Safe Sleep Pledge. This pledge was given to birth parents to review and sign prior to discharge.

Act

A second phone survey was conducted post implementation of the Safe Sleep Pledge. Results improved from the baseline survey!

