

Mother and Baby... Across the Care Continuum

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The setting of this project was in a Community Hospital in the Labor and Delivery, Nursery and NICU departments. This project was initiated because there was a need for improved consistency in documentation throughout the mother/baby hospital stay. The original scope of the project was limited to electronic charting for Labor and Delivery. Focus groups met with the goal of creating an electronic, reliable, user-friendly documentation system for the staff to enter their triage, labor and delivery notes. Paper forms were brought to these focus groups and, collaboratively, decisions were made for what to include and how to arrange the screens in the new electronic system. This implementation went so well, the decision was made to expand documentation into the postpartum area. The scope of the project was then changed to expand to many unplanned areas including Non Stress Tests (NST), I/O, OB Physician documentation, Nursery documentation, NICU nursing and Neonatologist's documentation and finally the Pediatrician documentation. As each new area was implemented, the software system managers did quality checks on the documentation regularly and addressed any issues found with frontline user input in a timely manner. The product usage extended into other areas as this electronic system continued to yield positive results in consistency with documentation and high satisfaction with front line users. The success of the Mother/Baby documentation across the care continuum can be attributed to many factors. Focus groups have been extremely important in helping to create this product. The expertise of the front line staff and their involvement in the build was crucial. Another essential component of this project's success was that education was done in a group setting and delivered by super user members of the front line staff that were involved with the build.