

Critical Transitions Webinar Curriculum 2021

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Notes:

1. Sessions that include both iNICQ and NICQ are bolded:
2. Small Group Learning and Sharing Sessions in March and September are iNICQ only with exact date TBD
3. Target Audience is the same for all the above 2021 Webinars:

Family Partners, Family Advisory Council members, Patient & Family Advisory Councils, Interdisciplinary team members committed to advancing the quality of NICU and family care within an effective team, including: Neonatologists, Fellows, Advanced Practice Nurses, Nurses, NICU Leadership teams, Respiratory Therapists, Dieticians, Social Workers, Discharge Planners, Quality Leaders.

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February 24, 2021: Teamwork Key Driver

Topic: Psychological Safety

*Pre-Session: Read Critical Transitions Toolkit: Teamwork Key Driver

Program Description

We invite our NICQ and iNICQ Critical Transitions colleagues to join us for a webinar focused on the Key Driver of Teamwork. Based on the 7Cs of Teamwork and the Top 10 Things Effective Teams Do, Feel, and Think, this webinar will focus on improving psychological safety. Key components of teamwork will be reviewed, along with linkage to clinical applications where improvement of psychological safety is critical to improving the care delivered by the health care team.

Learning Objectives

1. State how improving psychological safety can improve the care delivered by the healthcare team
2. Explore strategies and tools to improve psychological safety

Webinar Agenda

3:00 – 3:03	Setting the stage for improvement	Elizabeth Schierholz
3:03– 3:15	Psychological safety in context	Eduardo Salas
3:15–3:30	Clinical examples/team stories	Teams TBD
3:30 – 3:40	Families and psychological safety	Marybeth Fry/TBD
3:40–3:55	Team exercise or discussion and Q/A	All
3:55 – 4:00	Summary of key Learning, team exercise, next steps	Elizabeth Schierholz

Faculty

Eduardo Salas, Marybeth Fry, Elizabeth Schierholz, Barbara Boushon, Presenting Team(s) TBD

April 28, 2021: Families as Partners/Communication Key Drivers

Topic: Elicit families' goals and practice shared decision making

*Pre-Session: Read Critical Transitions Toolkit: Communications and Families as Partners Key Drivers

Program Description

We invite our iNICQ and NICQ 2020 Critical Transitions colleagues to join us for a webinar focused on two of the Key Drivers: Families as Partners and Communication. By integrating families fully in the care and decision making for their infants, we maximize their capability and minimize their stress and anxiety. This webinar will explore opportunities to better engage families as partners through practices that enhance shared decision-making and goal-setting.

Learning Objectives

1. Explain how engaging families as partners in goal-setting and decision-making for their infant can strengthen both the care delivered by the health care team and parental capability
2. Explore tools and strategies to better elicit family goals and practice shared decision making

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Webinar Agenda

3:00 – 3:03	Setting the stage for improvement	Wendy Timpson
3:03– 3:15	Shared decision-making and eliciting goals	Marie Abraham
3:15–3:30	Clinical examples/team stories	Teams TBD
3:30 – 3:40	Families and shared decision-making	Marybeth Fry/TBD
3:40–3:55	Team exercise or discussion and Q/A	All
3:55 – 4:00	Summary of key learning, team exercise, next steps	Wendy Timpson

Faculty

Marybeth Fry, Marie Abraham, Wendy Timpson, Barbara Boushon, Team/Family TBD

June 23, 2021: Health Equity Key Driver

Topic: Assess and address social determinants of health

*Pre-Session: Read Horbar JD, Edwards EM, Ogbolu Y. (PDF) Our Responsibility to Follow Through for NICU Infants and Their Families. Pediatrics. 2020;146(6):e20200360

Program Description

We invite iNICQ and NICQ 2020 Critical Transitions colleagues to join us for a webinar focused on the Key Driver of Health Equity. The effects of racism, segregation, and inequality of income, opportunity, and wealth can cause disparities in health outcomes. These are particularly pronounced for infants requiring NICU care and their families because of the already significant risk for neurodevelopmental disabilities and need for specialized services. In this webinar, teams will explore the Key Driver of Health Equity and be presented with ideas to assess and address social determinants of health.

Learning Objectives

1. Explore a comprehensive approach to assess and address the social needs of infants and families
2. Identify strategies and ideas to assess and address social determinants of health

Webinar Agenda

3:00 – 3:03	Setting the stage for improvement	Heather Kaplan
3:03– 3:15	Health equity context	Erika Edwards
3:15–3:30	Clinical examples/team stories	Teams TBD
3:30 – 3:40	Families and health equity	Marybeth Fry/TBD
3:40–3:55	Team exercise or discussion and Q/A	All
3:55 – 4:00	Summary of key learning, team exercise, next steps	Heather Kaplan

Faculty

Erika Edwards, Heather Kaplan, Marybeth Fry, Barbara Boushon, Team(s) and families TBD

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August 25, 2021: Families as Partners/Communication Key Drivers

Topic: Health Literacy

*Pre-Session: Read Critical Transitions Toolkit: Communications and Families as Partners Key Drivers

Program Description

We invite our iNICQ and NICQ 2020 Critical Transitions colleagues to join us for a webinar focused on two of the Key Drivers: Families as Partners and Communication. Good communication is integral to every transition that takes place in the NICU and is both unambiguous and bi-directional. Health literacy is an important aspect of communication with families. On this webinar, teams will explore the concept of health literacy and identify approaches to ensure that communication around transitions is attentive to how families obtain, process, and understand health information.

Learning Objectives

1. Understand the role of health literacy in how families obtain, process, and understand health information to make knowledgeable health decisions
2. Identify approaches to ensure that communication around transitions is attentive to how families obtain, process, and understand health information

Webinar Agenda

3:00 – 3:03	Setting the stage for improvement	Jeff Meyers
3:03– 3:15	Health equity context	Marie Abraham
3:15–3:30	Clinical examples/team stories	Teams TBD
3:30 – 3:40	Families and health equity	Marybeth Fry/TBD
3:40–3:55	Team exercise or discussion and Q/A	All
3:55 – 4:00	Summary of key learning, team exercise, next steps	Jeff Meyers

Faculty

Jeff Meyers, Marie Abraham, Marybeth Fry, Barbara Boushon, Teams/Families TBD

October 27, 2021 (iNICQ and NICQ)

Key Driver: Standardization (QI Methods)

Topic: Methods and tools to promote high reliability with standardized processes

*Pre-Session: Read Critical Transitions Toolkit: Standard Processes Key Driver

Program Description

We invite our iNICQ and NICQ 2020 Critical Transitions colleagues to join us for a webinar focused on the Key Driver of Standardization (QI Methods). Processes supporting transitions should be clearly mapped and well-orchestrated and should ensure that all patients receive care that maintains continuity, is evidence based, safe from harm, and cost effective. As well, standardized processes should ensure that the right patient is receiving the right content of care, in the right place, and from

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the right team. In this webinar, faculty and participating teams will explore the Key Driver of Standardization (QI Methods) and share various tools and methods to promote reliability and consistency in the NICU.

Learning Objectives

1. Describe how standardizing processes can improve the reliability and effectiveness of care
2. Explore tools and methods for standardization

Webinar Agenda

3:00 – 3:03	Setting the stage for improvement	Heather Kaplan
3:03– 3:15	Applying Standardization	Wendy Timpson/Jeff Meyers
3:15—3:30	Clinical examples/team stories	Teams TBD
3:30 – 3:40	Families and standardizing processes	Marybeth Fry
3:40—3:55	Team exercise or discussion and Q/A	All
3:55 – 4:00	Summary, team exercise, next steps	Elizabeth Schierholz

Faculty

Marybeth Fry, Heather Kaplan, Wendy Timpson, Jeff Meyers, Elizabeth Schierholz, Barbara Boushon

March and September 2021 (Specific dates TBA)

Critical Transitions: iNICQ Small Group Learning and Sharing

Program Description

We invite our iNICQ colleagues to join us for faculty-facilitated small group sessions for learning and sharing. Designed to maintain momentum, identify and overcome barriers, and provide opportunities for coaching - participating teams and faculty will share tools, tips, and examples from their Critical Transitions improvement work.

Learning Objectives

1. Apply quality improvement methods and tools to critical transitions improvement projects
2. Share and learn tools, tips, and methods to overcome barriers and accelerate improvement

Webinar Agenda

3:00 – 3:15	Setting the stage for improvement	iNICQ faculty
3:15 – 3:30	Topic of the day	iNICQ faculty
3:30—3:55	Team sharing/peer and faculty coaching	Teams/iNICQ faculty
3:55 – 4:00	Key learning and next steps	iNICQ faculty

Faculty

Jeff Meyers, Heather Kaplan, Barbara Boushon, Wendy Timpson, Elizabeth Schierholz