

Improving Critical Transitions Collaboratives: 2022 Webinar Summary

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Notes:

1. All sessions include both iNICQ and NICQ.
2. Target Audience is the same for all the above 2022 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.

February 9, 2022 Measuring for Local Improvement

Program Description

We invite our NICQ and iNICQ Improving Critical Transitions colleagues to join us for the first in a series of webinars focused on the 2022 overarching theme of handoffs. Our overarching aim continues to be to achieve transitions (and handoffs) that are safe, timely, effective, efficient, equitable, patient- and family-centered, and socially and environmentally responsible (STEEEPS), using the Key Drivers of STEEEPS transitions: Teamwork, Communication, Families as Partners, Health Equity, and QI Methods (including standardization). The topic of this webinar is all about measurement of handoffs, featuring the new handoffs audit tool. Faculty will guide improvement teams to choose pertinent measures for handoffs that address STEEEPS and are based on their own local improvement plans and availability of data. These measures will be used to track process changes related to handoffs, as well as focus on the core potentially better practices (PBPs) related to the Key Drivers of STEEEPS transitions and handoffs.

Learning Objectives

1. Describe three useful measures to assess improvement in handoffs pertinent to the team's chosen transition or handoff.
2. Examine measures for handoffs that assure continued focus on STEEEPS and the core PBPs related to the Improving Critical Transitions Key Drivers.

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Webinar Agenda

3:00 – 3:05	Setting the stage for improvement	Heather Kaplan
3:05– 3:20	Introduction to measurement for hand-offs	Heather Kaplan
3:20—3:35	Clinical examples/team stories	TBD
3:35 – 3:45	Handoffs audit tool	H Kaplan/Erika Edwards
3:45—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

Heather Kaplan, Jeff Meyers, Wendy Timpson, Howard Cohen, Elizabeth Schierholz, Marybeth Fry, Erika Edwards, Barbara Boushon, Presenting Team(s) and Family Partners TBD

April 6, 2022 Standardizing Handoffs

Program Description

We invite our iNICQ and NICQ Improving Critical Transitions colleagues to join us for the second in a series of webinars on this year’s theme of improving handoffs within and between critical transitions. This webinar is focused on standardization. Standardizing tools and methods to communicate is a key element of the [Joint Commission’s 8 tips for high-quality handoffs](#). In addition, medical errors, preventable adverse events, and near misses have been shown to decrease with the use of handoff bundles and tools. During this webinar, improvement teams will explore the rationale for standardizing handoffs and many potentially better standardization practices to test, implement, and improve their handoff(s).

Learning Objectives

- Explain the rationale for standardizing hand-offs.
- Describe standardized tools and methods to improve the safety, timeliness, effectiveness, efficiency, equity, patient-centeredness and social responsibility of handoffs, allowing for customization for different areas or situations.

Webinar Agenda

3:00 – 3:05	Setting the stage for improvement/data update	Jeff Meyers
3:05– 3:20	Introduction to standardization for hand-offs	Jeff Meyers
3:20—3:35	Clinical examples/team and family stories	TBD
3:35 – 3:45	Tools or breakouts	Faculty
3:45—3:55	Discussion and Q/A	All
3:55 – 4:00	Summary of key Learning, team exercise, next steps	Jeff Meyers

Faculty

Heather Kaplan, Jeff Meyers, Wendy Timpson, Howard Cohen, Elizabeth Schierholz, Marybeth Fry, Erika Edwards, Barbara Boushon, Presenting Team(s) and Family Partners TBD

Improving Critical Transitions Collaboratives: 2022 Webinar Summary

June 15, 2022 Engaging Families

Program Description

We invite iNICQ and NICQ 2022 Improving Critical Transitions colleagues to join us for a webinar specifically focused on engaging families in handoffs. Family members, as a critical member of the infant’s care team, have invaluable input into their child’s past medical experiences and future goals. Having all team members present and creating the conditions for strong communication and teamwork is critical for effective handoffs, and family members are part of the team. During this webinar, improvement teams will explore the rationale for engaging families in handoffs and many potentially better practices to test and implement to better engage families in handoffs.

Learning Objectives

1. State the rationale and evidence that supports engaging families in handoffs
2. Describe potentially better practices and tools to engage family partners in handoffs.

Webinar Agenda

3:00 – 3:05	Setting the stage for improvement/data update	M Fry/M Abraham
3:05– 3:20	Introduction to engaging families in hand-offs	Howard Cohen
3:20–3:35	Clinical examples/team and family stories	TBD
3:35 – 3:45	Tool or breakouts	Faculty
3:45–3:55	Team exercise or discussion and Q/A	All
3:55 – 4:00	Summary of key Learning, team exercise, next steps	Howard Cohen

Faculty

Heather Kaplan, Jeff Meyers, Wendy Timpson, Howard Cohen, Elizabeth Schierholz, Marybeth Fry, Marie Abraham, Erika Edwards, Barbara Boushon, Presenting Team(s) and Family Partners TBD

Improving Critical Transitions Collaboratives: 2022 Webinar Summary

October 19, 2022: Exploring Communication and Teamwork Practices

Program Description

We invite iNICQ and NICQ 2022 Improving Critical Transitions colleagues to join us for a webinar specifically focused on potentially better communication and teamwork practices for handoffs. The literature tells us that better handoffs result from a determination of the critical information that needs to be communicated face-to-face and in writing during each type of handoff using bi-directional communication, and include all team members to consult, discuss, and ask/answer questions. During this webinar, improvement teams will explore many potentially better communication and teamwork practices for improved handoffs as well as understand the evidence supporting these practices.

Learning Objectives

1. State the evidence that supports potentially better communication and teamwork practices for improved handoffs.
2. Describe communication and teamwork tools, strategies, and potentially better practices to improve the safety, timeliness, effectiveness, efficiency, equity, patient-centeredness and social responsibility of handoffs.

Webinar Agenda

3:00 – 3:05	Setting the stage for improvement/data update	Wendy Timpson
3:05– 3:20	Intro to communication/teamwork handoff practices	Wendy Timpson
3:20—3:35	Clinical examples/team and family stories	TBD
3:35 – 3:45	Tool or breakout	Faculty
3:45—3:55	Discussion and Q/A	All
3:55 – 4:00	Summary of key Learning, team exercise, next steps	Wendy Timpson

Faculty

Heather Kaplan, Jeff Meyers, Wendy Timpson, Howard Cohen, Elizabeth Schierholz, Marybeth Fry, Erika Edwards, Barbara Boushon, Presenting Team(s) and Family Partners TBD

Improving Critical Transitions Collaboratives: 2022 Webinar Summary

December 14, 2022 Considering Human Factors

Program Description

We invite our iNICQ and NICQ 2022 Improving Critical Transitions colleagues to join us for a webinar focused on human factors concepts and tools for improved hand-offs. Human factors engineering is the discipline that considers human strengths and limitations in the design of interactive systems that involve people, tools and technology, and work environments to ensure safety, effectiveness, and ease of use¹. In this webinar, faculty and participating teams will explore why and how human factors tools and concepts can help us improve the safety and reliability of handoffs.

Learning Objectives

1. Define human factors engineering and apply it to improving handoffs in the NICU.
2. List and describe three human factors concepts, tools, or strategies to improve the safety, timeliness, effectiveness, efficiency, equity, patient-centeredness and social responsibility of handoffs.

Webinar Agenda

3:00 – 3:05	Setting the stage for improvement/data update	Elizabeth Schierholz
3:05– 3:20	Introduction to human factors considerations	Guest speaker/E Schierholz
3:20–3:35	Clinical examples/team and family stories	TBD
3:35 – 3:45	Tool or team exercise	Faculty
3:45–3:55	Discussion and Q/A	All
3:55 – 4:00	Summary of key Learning, team exercise, next steps	Elizabeth Schierholz

Faculty

Heather Kaplan, Jeff Meyers, Wendy Timpson, Howard Cohen, Elizabeth Schierholz, Marybeth Fry, Erika Edwards, Barbara Boushon; Guest speaker, Presenting Team(s) and Family Partners TBD.

1. <https://psnet.ahrq.gov/primer/human-factors-engineering>