# **Enhanced Communication & Care Planning:**

Responding, Supporting, and Planning with Families in the NICU using a Communication Tracking Tool



PRESENTER:

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#### **BACKGROUND**

- Families with infants in the NICU face uncertainty and significant stress
- Enhanced communication between medical staffs & families shown to:
  - Improve parental coping
  - Facilitate better understanding
- No standardized approach for staffs to elicit and understand family's values and incorporate them into care planning

# **OBJECTIVE**

To provide a consistent, family-oriented, and value-based care planning pathway by adapting and implementing a standardized Communication Tracking Tool

### **METHODS**

#### Phase 1

## **Environmental Scan**

#### Survey

- To identify families that would benefit from enhanced communication approach
- To determine challenges in the current care planning and communication pathway

#### Phase 2

# **Tool Development, Evaluation, and Implementation**

# **Focus Group**

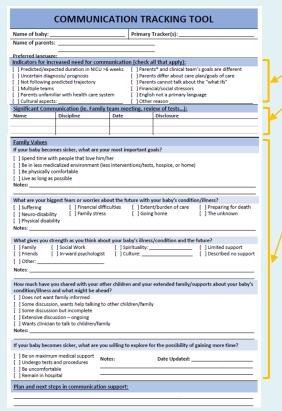
• To review the new Communication Tracking Tool

# **Working Group**

- To trial the tool with multi-disciplinary NICU clinicians
- To perform force field analysis of what is working well, what are the gaps, and what may be hindering optimization

# The **Communication Tracking Tool** can **improve**

**communication pathway** between medical staff in the NICU and provide **consistency** and increased **transparency** of parents' values and goals to facilitate upcoming conversations



# Purpose

- Identify families who need enhanced communication
- 72) Track documentation of specific information/disclosures the medical team has shared
- 3) Summarize the family's values, wishes, and worries regarding the care of their baby
- 4) Streamline information sharing within the medical team



Take a picture to access the full poster, Communication Tracking Tool, and the Serious Illness Conversation Guide – Pediatrics.

https://qrgo.page.link/Dgxzr







**Figure 1.** Truncated version of the Communication Tracking Tool

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