



# **PROVIDING STANDARDIZED AND HIGH QUALITY NURSERY DISCHARGE ANTICIPATORY GUIDANCE**

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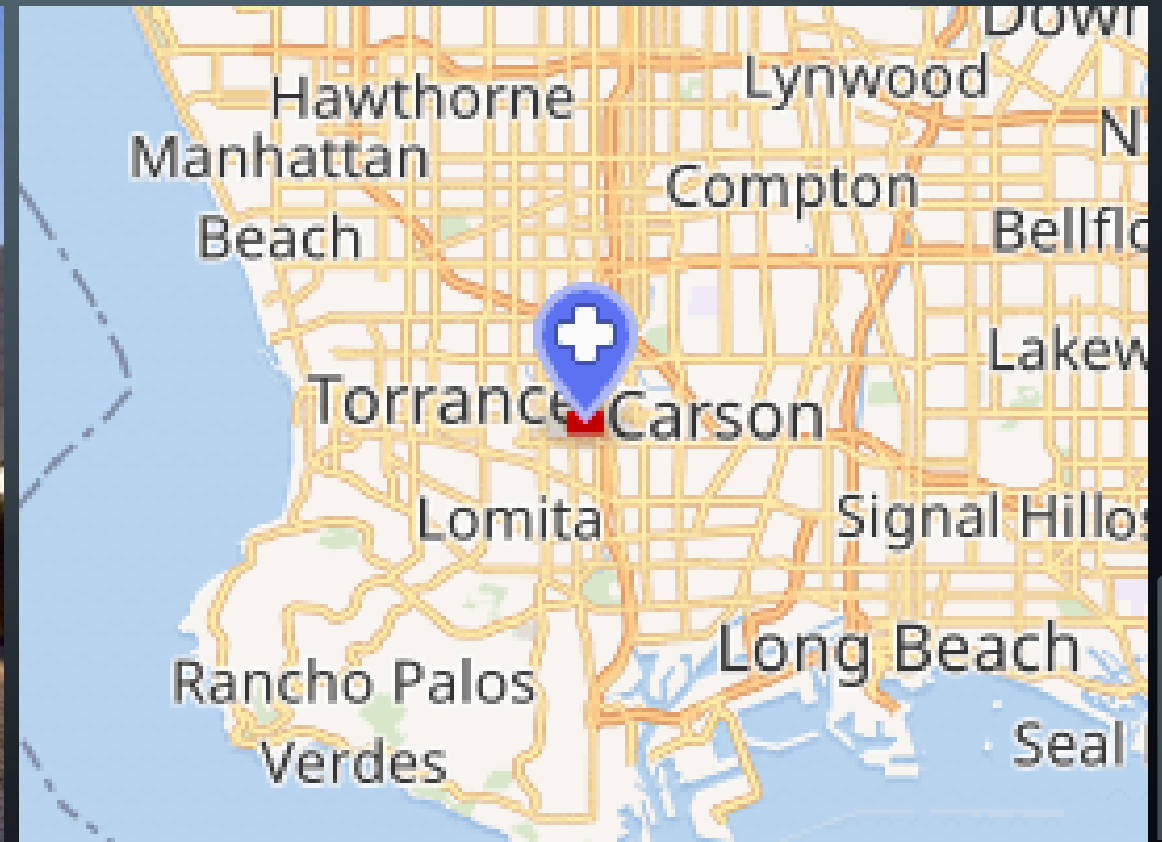


**Harbor-UCLA**  
MEDICAL CENTER

## BACKGROUND

The problem: verbal guidance is variable

The solution: create a standardized  
discharge video



# LITERATURE REVIEW

Common Topics: general guidance,  
abusive head trauma (AHT), and  
breastfeeding

Education delivery platforms are  
variable

Results related to both knowledge and  
AHT are mixed

Significant drawbacks to current  
literature



# AIM STATEMENT

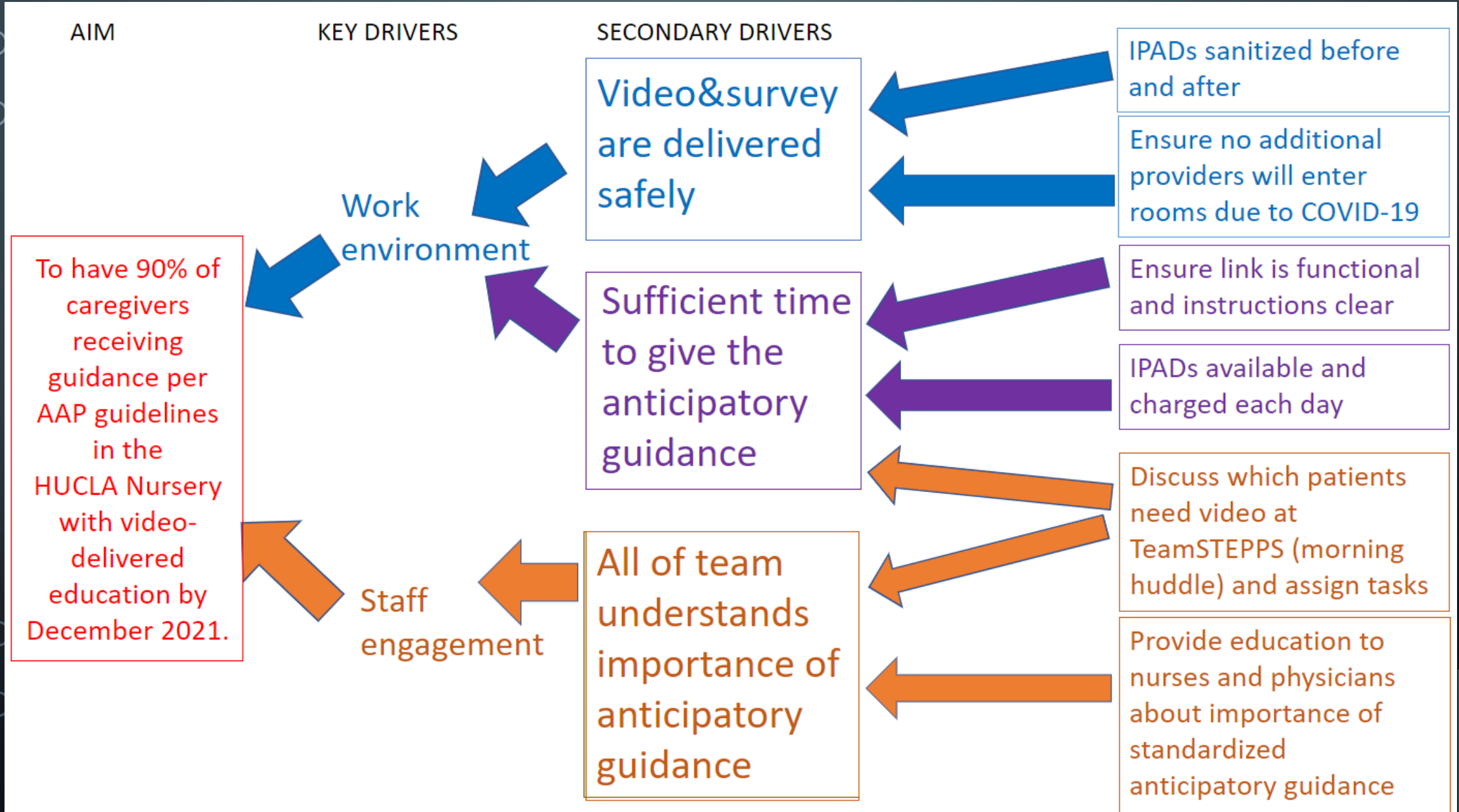
Primary:  $\geq 90\%$  video  
show/documentation rate

Secondary: demonstrate increased  
viewer confidence via an optional  
survey





# KEY DRIVER DIAGRAM



# METHODS

- Brainstorming options
- Creating the initial video
- Getting nursing involved
- Considered feedback
- Obtaining buy-in
- Training and implementation
- Released Spanish version



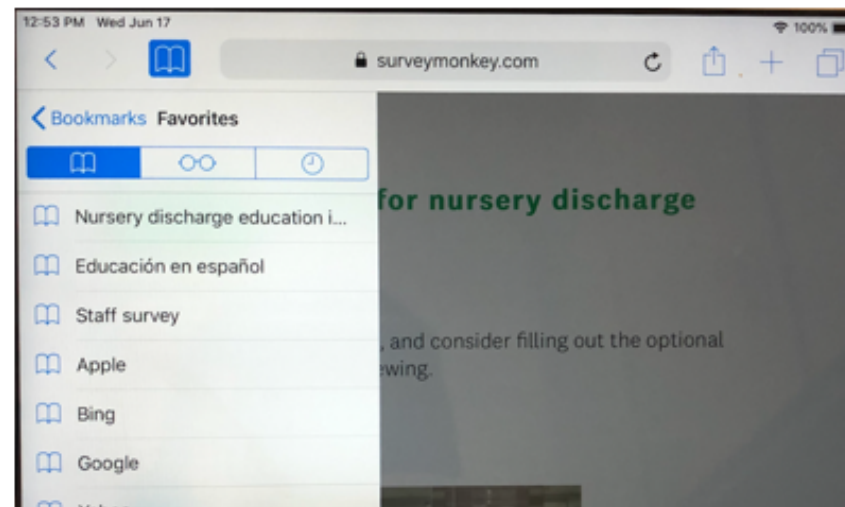
# NURSING PROTOCOL DOCUMENT

## d. Storage

- i. Store device in locked room.
- ii. Charge device while being stored.

## B. Steps for establishing video education session

- a. On admission to the 7W postpartum unit, the RN taking care of the mother will offer for the family to view the video.
- b. If the mother wishes to view the video at that time, the RN or designee taking care of the mother will bring the iPad into the room, put the password into the iPad, and open the shortcut to the video in English.



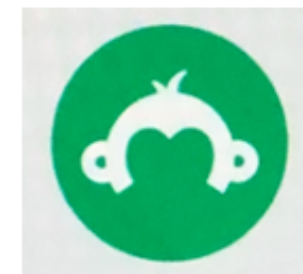
- i. For the L&D iPad, please open the internet browser, then click on the book icon (seen above).

1. For English, click on “Nursery discharge education”

- ii. For the L1 iPad, please click on the icon (seen to the right) at the bottom of the homescreen.

1. For English, click on “Education”

- iii. After the browser is open to the page, the video can be played by clicking on the play symbol. This will make the video full screen.



- iv. Please verbally tell the caregivers that they may give optional feedback to us about the video by filling out the brief survey on that page.

- c. Discharge education video should be offered at a minimum of every 12 hours (with bili checks) until the family has viewed the video.

# MEASURES

% of families with  
documented video  
delivery tracked  
monthly

Created survey to  
assess viewer  
confidence

Before watching this video, please rate your degree of confidence by sliding the bar below to select how certain you are that you can do the following:

Cannot do at all  
0 1

2

3

4

Can do with help  
5 6

7

8

Can do without help  
9 10

Care for baby in terms of behaviors such as feeding, peeing, pooping, and sleeping



Manage safety concerns for baby



Manage emergencies and times to bring my baby to the hospital





# PATIENT EDUCATION MATERIALS ASSESSMENT TOOL (PEMAT)



Initiated as a method of obtaining  
actionable feedback

Systematic method to evaluate  
understandability and actionability

UNDERSTANDABILITY		Select your responses here
TOPIC: CONTENT		
1. The material makes its purpose completely evident.	Disagree = 0	Agree = 1
TOPIC: WORD CHOICE & STYLE		
3. The material uses common, everyday language.	Disagree = 0	Agree = 1
4. Medical terms are used only to familiarize audience with the terms. When used, medical terms are defined.	Disagree = 0	Agree = 1
5. The material uses the active voice.	Disagree = 0	Agree = 1
TOPIC: ORGANIZATION		
8. The material breaks or "chunks" information into short sections.	Disagree = 0 Very short material* = NA	Agree = 1
9. The material's sections have informative headers.	Disagree = 0 Very short material* = NA	Agree = 1
10. The material presents information in a logical sequence.	Disagree = 0	Agree = 1
11. The material provides a summary.	Disagree = 0 Very short material* = NA	Agree = 1
TOPIC: LAYOUT & DESIGN		
12. The material uses visual cues (e.g., arrows, boxes, bullets, bold, larger font, highlighting) to draw attention to key points.	Disagree = 0 Video = NA	Agree = 1
13. Text on the screen is easy to read.	Disagree = 0 No text or all text is narrated = NA	Agree = 1
14. The material allows the user to hear the words clearly (e.g., not too fast, not garbled).	Disagree = 0 No narration = NA	Agree = 1
TOPIC: USE OF VISUAL AIDS		
18. The material uses illustrations and photographs that are clear and uncluttered.	Disagree = 0 No visual aids = NA	Agree = 1
19. The material uses simple tables with short and clear row and column headings.	Disagree = 0 No tables = NA	Agree = 1
ACTIONABILITY		Select your responses here
20. The material clearly identifies at least one action the user can take.	Disagree = 0	Agree = 1
21. The material addresses the user directly when describing actions.	Disagree = 0	Agree = 1
22. The material breaks down any action into manageable, explicit steps.	Disagree = 0	Agree = 1
25. The material explains how to use the charts, graphs, tables or diagrams to take actions.	Disagree = 0 No charts, graphs, tables, diagrams = NA	Agree = 1

# THE ENGLISH VIDEO



# THE SPANISH VIDEO





# PLAN, DO, STUDY, ACT

QI meetings every 2-3 months

Verbal reminders


Shortened the survey and updated interface

Created visual management board

Displayed run chart in nursing station

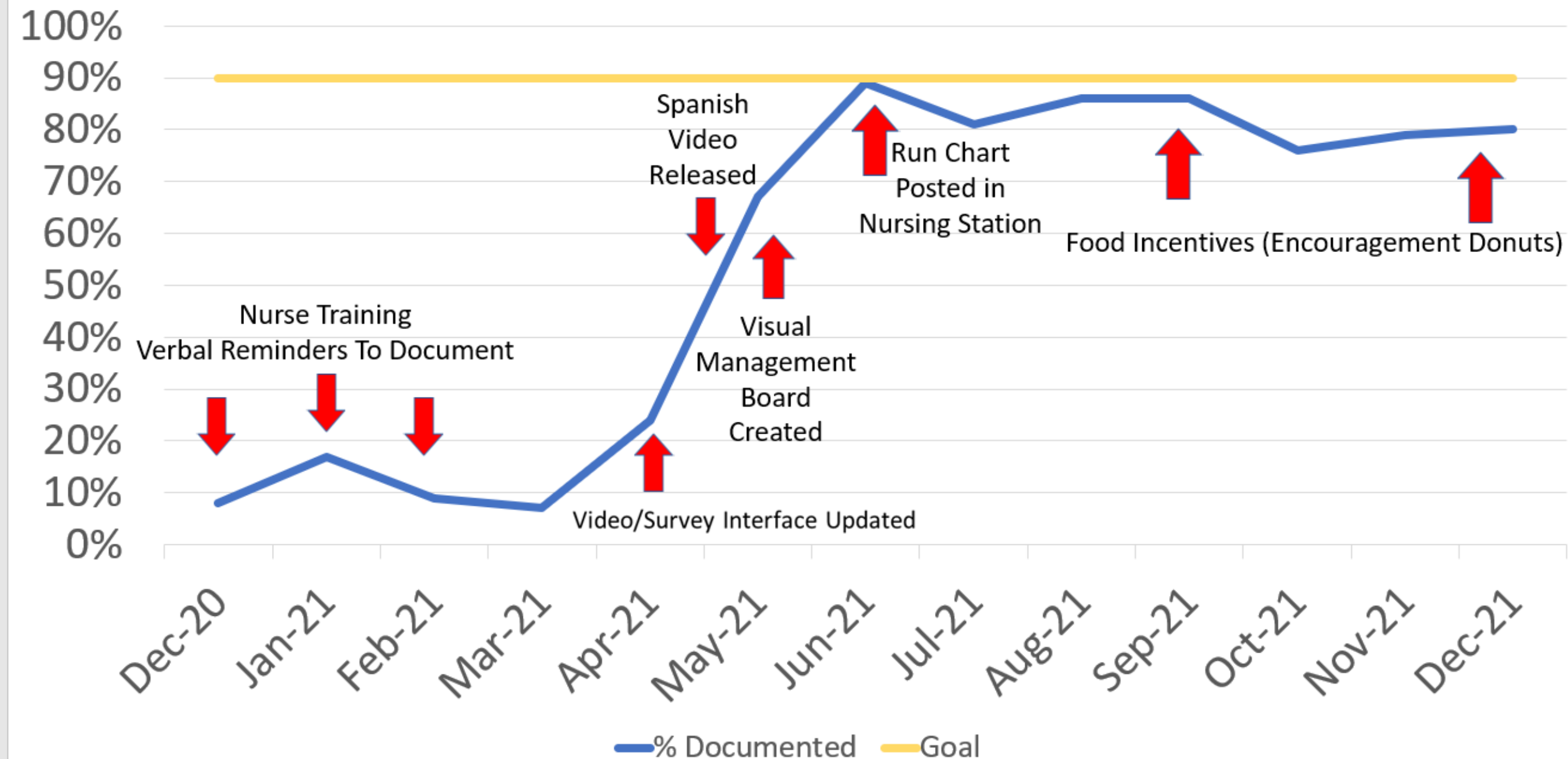
Supplied food incentives

5S CHECKS

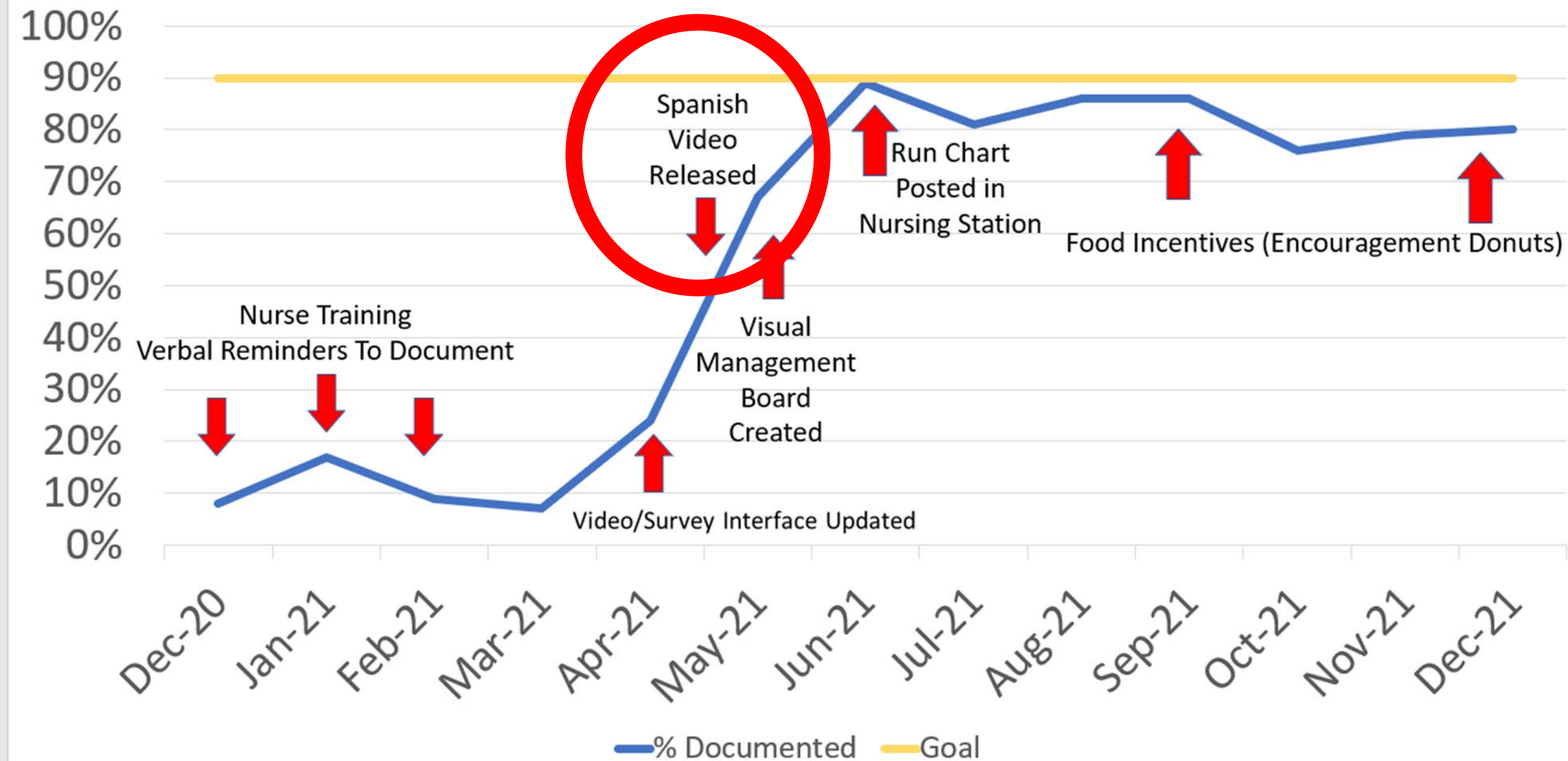
RM	NURSE	PT	COMMUNICATION
14B D1 ✓	ROSIE		
16			
17 PD 2	MONICA		
18B PD 2	LANKA		
18C			
19B D/D	MONICA		
19C D1 ✓	LANKA		
XLO-A			
XLO-B			
XLO-C			
XLO-D			

UNDER  
PP WI  
PP NO

# % of Families Receiving Video Education

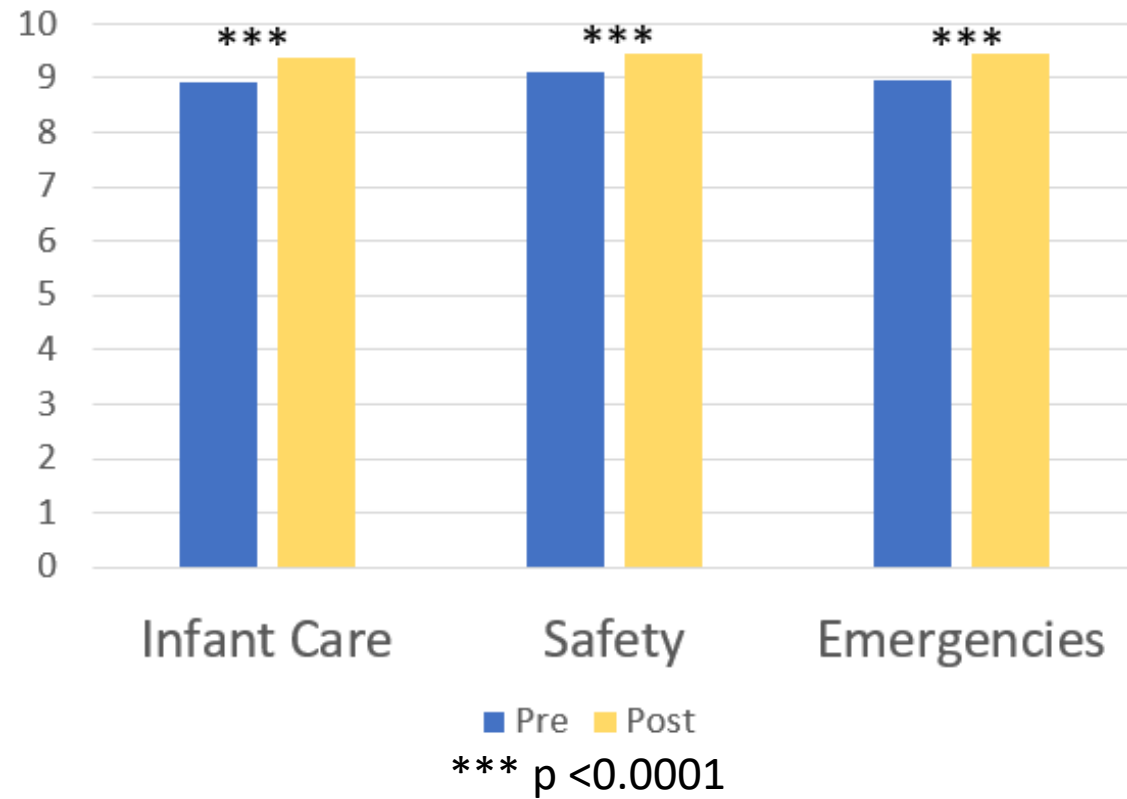


# % of Families Receiving Video Education

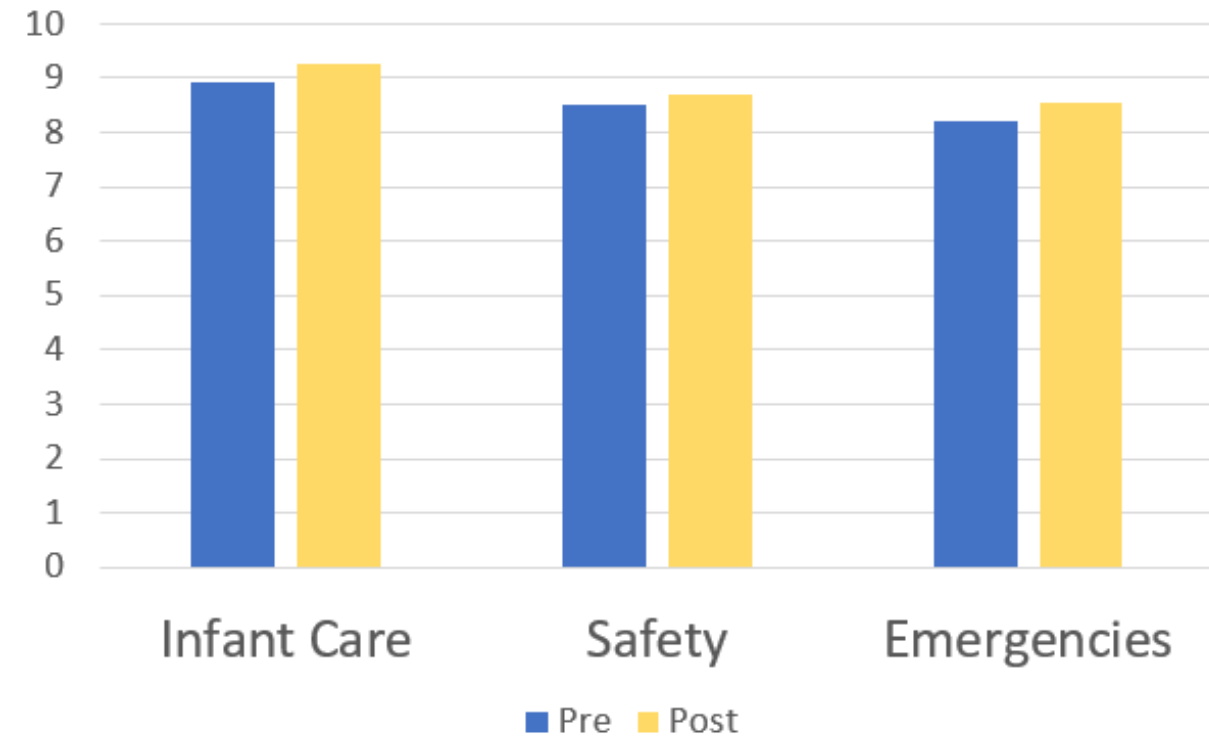


# STATISTICAL ANALYSIS

English



Spanish





# PEMAT RESULTS

Understandability scores: 50%, 80%, and 92% (mean of 74%)

Actionability scores: 100%, 100%, and 100% (mean of 100%)

# SURVEY COMMENTS



It is very easy to understand

The video is educational

This video will help mothers to be a better mom in the future

Thank you video taught me the importance it is to breast feed

Very informative and accurate. I feel confident about following these tips for my baby.

Thanks for the video, it was so helpful  

Me gusto mucho por que resolvio algunas dudas que tenia

“I liked it a lot because it solved some doubts I had”

Me gusto mucho el video y aprendi sobre como dar el mejor de los cuidados a mi bb gracias UCLA

“I really liked the video and I learned about how to give my baby the best care thanks UCLA”

Muy utiles consejos, los seguire al pie de la letra. Es muy importance hacerlo

“Very useful tips, I will follow them to the letter. It is very important to do it”

# FUTURE INTERVENTIONS

EMR generated prompt to remind staff to show and document the video

Continue to revise and update the videos

Online resources for patients



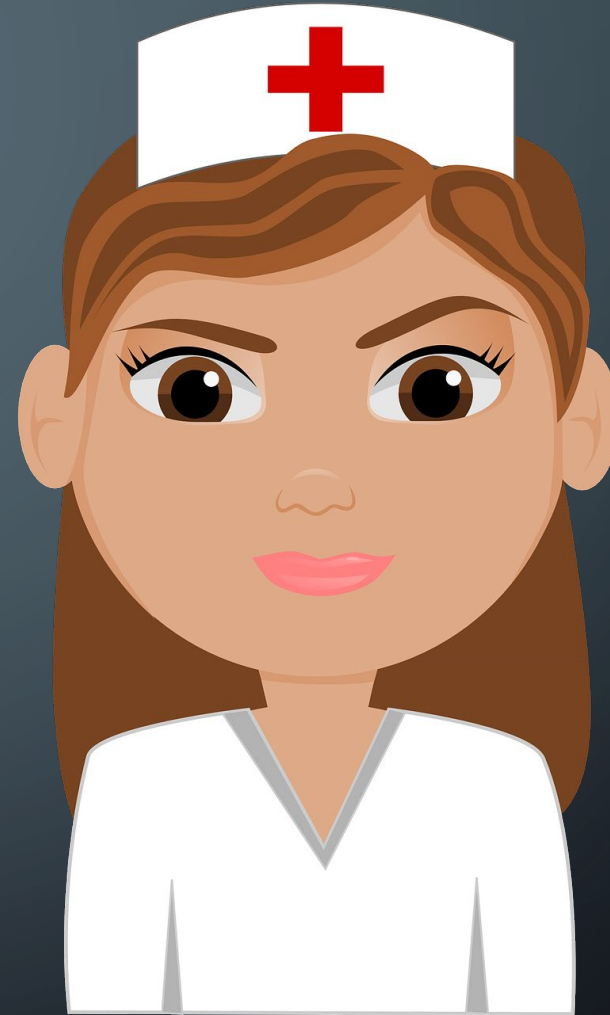
# TAKE HOME

It's OK if it's a long road

Don't be discouraged by initially  
suboptimal results

Establishing nursing buy-in is  
essential to implementing change  
ideas

Obtaining standardized feedback can  
lead to excellent interventions





# THANK YOU!



Special thanks to the nursery nursing staff, to Drs Carlos Mendoza, Nasol, Zyss, and Byrd for making the discharge videos, to Zoila Dancel for poring through charts to generate data, to Anna Le for her invaluable contributions including a literature review, and last but not least to Dr. Gustafson for making this all possible