

# Lean Management of Infant Feeding Assessment: Changing Unit Culture to Improve Patient Care

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## Introduction

### Problem Statement:

Nursing documentation of infant feeding times, LATCH score, and stool assessment do not meet regulatory best practice standards leading to increased incidences of formula supplementation and delay of discharge. <sup>5</sup>

## Lean Methods

**Define:** key metric is % shifts with feeding assessment documentation meeting expectations benchmark 95%

**Measure:** 30 chart audits/month for infants  $\geq 34$  weeks on couplet care

### Analyze

- Engaged staff "your ideas are the best ideas"
- Engaged leadership in system improvement
- Identified Waste (time studies)
- Policy Review
- Managed the Project
  - CUSP Comprehensive Unit-based Safety Program
  - A3

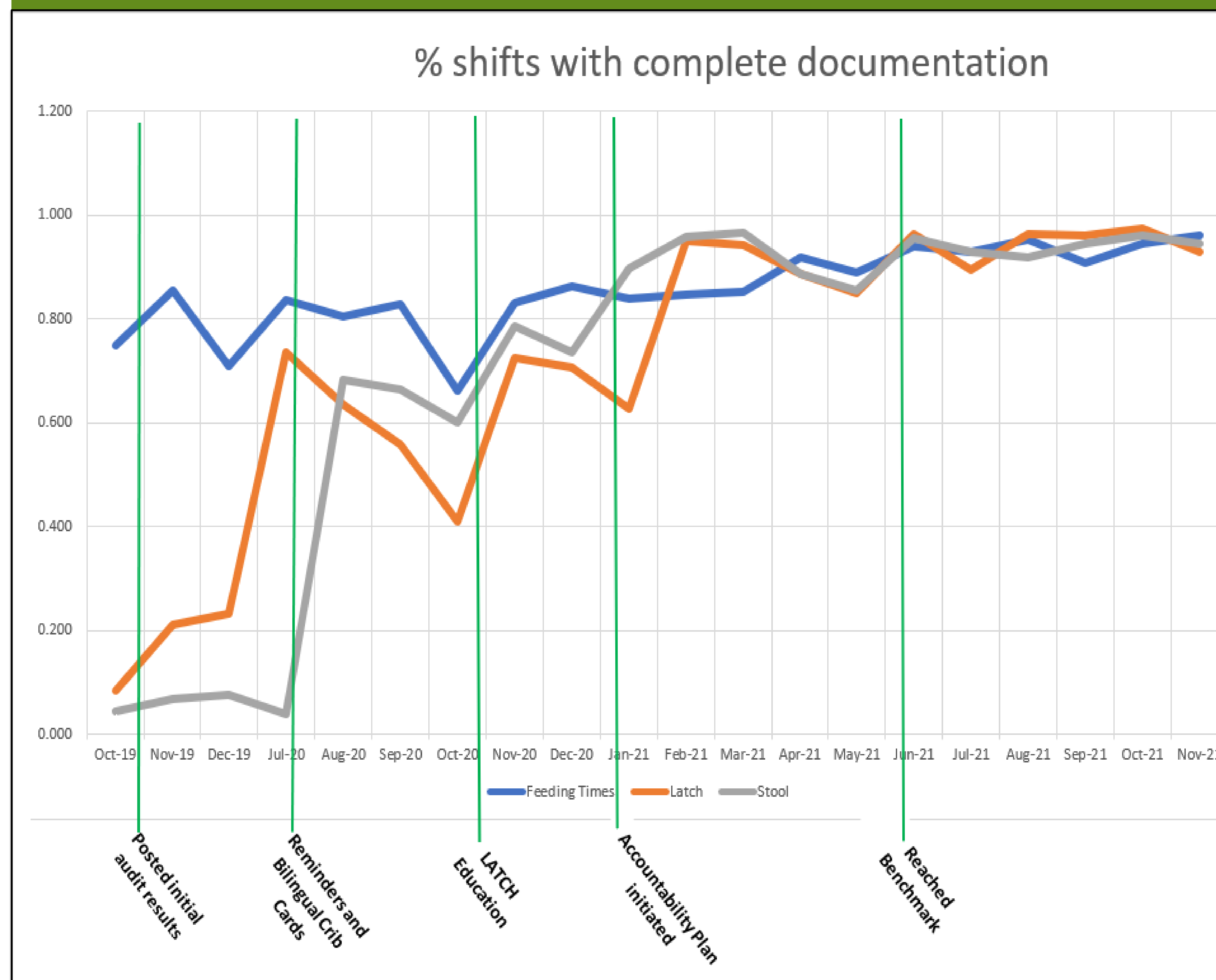
### Improve

- Staff education and visual cues
- Newborn Nursery interdepartmental workgroup
- Audits/Accountability
  - 1<sup>st</sup> deficit emailed care team
  - 2<sup>nd</sup> deficit staff member audits 3 charts with CUSP team member
  - 3<sup>rd</sup> deficit manager conversation

### Control/Sustainability

- Educating Travelers and new staff
- Celebrate successes, perfect charts - Applause
- Quarterly audits

Lean methods were successfully used to change unit culture related to infant feeding assessment and documentation. Accountability was the key!

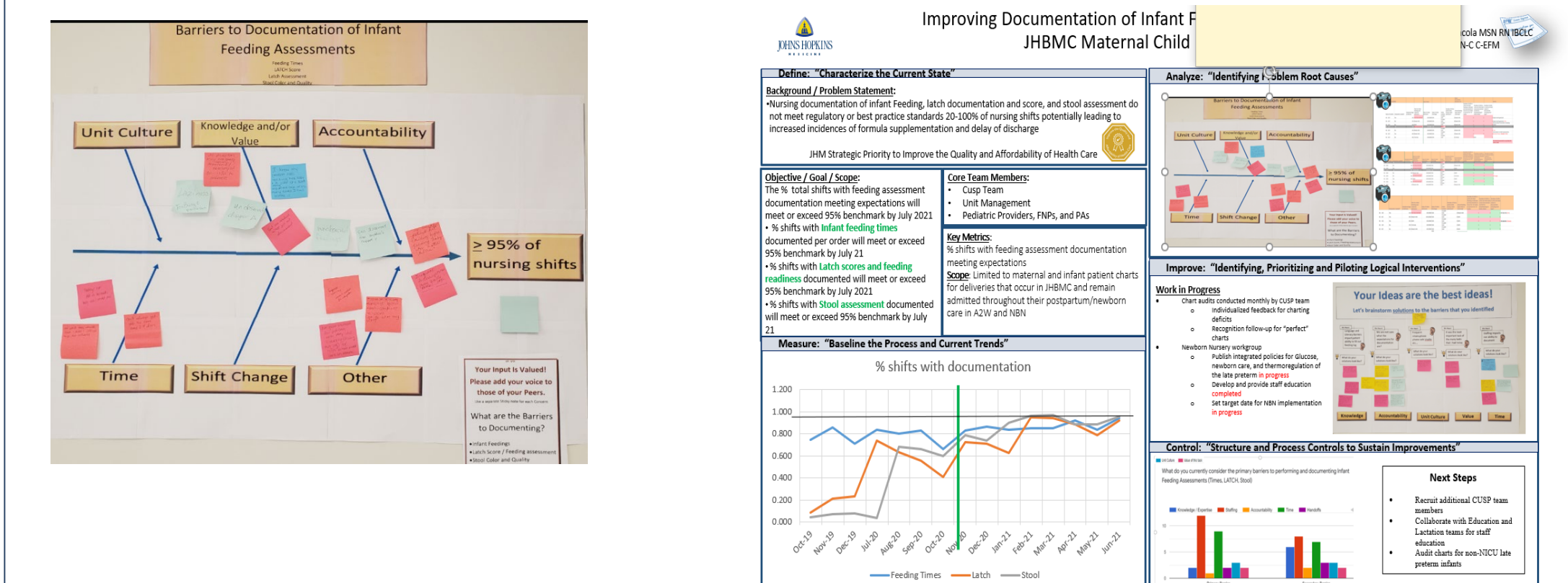


## Results

Increased total number of shifts with feeding assessment documentation meeting expectations at or near 95% benchmark.

## Discussion

Lean processes engaged staff and leadership in this improvement project. An A3 and data tracking graphs illustrated progress towards the goals.



Accountability was a key factor in changing culture and meeting the benchmark. Developing the CUSP team's working understanding of Lean tools and principles sets the stage for better management of future projects.

