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.

**Lean Methods**

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

**Measure:** 30 chart audits/month for infants≥34 weeks on couplet care

**Analyze:**
- Engaged staff “your ideas are the best ideas”
- Engaged leadership in system improvement
- Identified Waste (time studies)
- Managed the Project
  - CUSP team
  - A3

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

**Control/Sustainability**
- Educating Travelers and new staff
- Celebrate successes, perfect charts - Applause
- Quarterly audits

Results

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

Discussion

Lean processes helped to engage leadership and staff in this improvement project. Staff was eager to participate as evidenced by a 50% increase in CUSP membership. An A3 and data tracking graphs illustrated progress towards the goals. Accountability was the biggest 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.