

One is the loneliest number

**Systems capacity building to support
NIDCAP implementation in the intensive
care setting**

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34th Annual NIDCAP Trainers Meeting
Open Day Conference



Children's Hospital Colorado

Disclosure

No disclosures relevant to this content

Objectives

- Participants will be familiar with how to engage key stakeholders to incorporate best practices geared towards infant and family-centered developmental care
- Participants will understand how to navigate barriers impacting implementation of the NIDCAP model
- Participants will describe how to utilize performance improvement strategies to incorporate NIDCAP model into the intensive care setting



One is the loneliest number

Is the intensive care setting isolating? What is the experience for infants? For families?

Have you ever felt like a team of one and believe implementation of infant family-centered developmental care falls on you alone?

“NICU environment – incubators and machines, parent separation, painful touch, many hands.” H. Als, 2016



Lived experiences

What motivates you to do the work when you feel alone? Isolated? On an island?

“Building a program collaboratively will ultimately build a NIDCAP community in your hospital.” D. Paul



Out of the box thinking



Traditional question: How do I implement this?

Out of the box question: Who do we need to partner with to be successful?

Traditional question: How has it been done before?

Out of the box question: What are examples of processes outside the NICU?

“No matter how smart you are, you cannot figure out everything by yourself. Listen to others with honest curiosity.” Larry Gold

Professor of Molecular Cellular & Developmental Biology
University of Colorado, Boulder

Roadblocks require innovation and non-traditional approaches

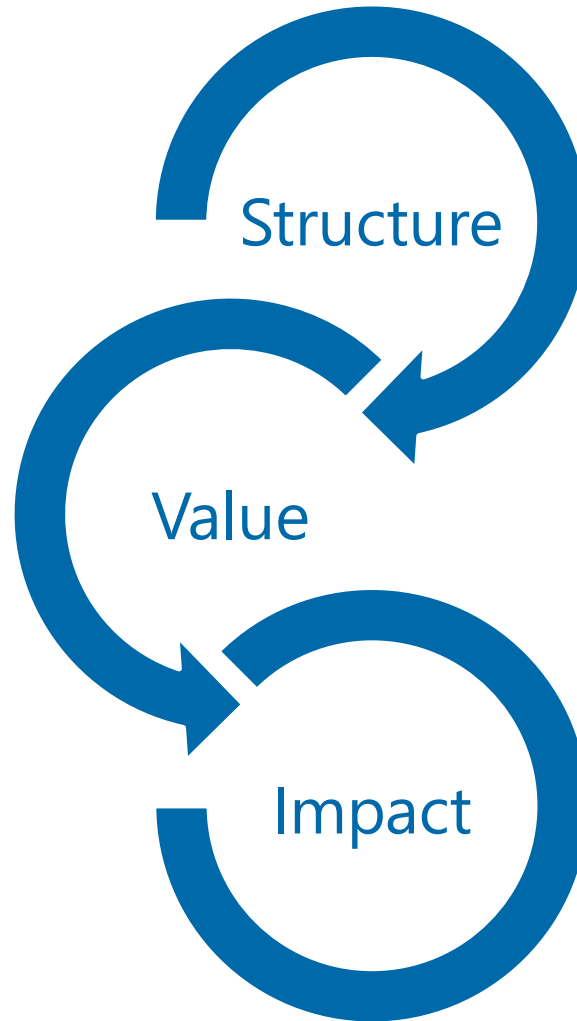


Traditional question: How do we get staff on board?

Out of the box question: How do we get leadership and influencers on board?

“Reflection and retrospective is critical; however, we cannot let it stifle innovation and new ways of thinking.” D. Paul

How do we validate success?



SVI Model

- Structure= “Are we structurally sound?”
 - For example, “Is your program or unit designed and built to support infant-family centered developmental care?”
- Value= “Is the value there?”
 - For example, “Is this a model of care that your organization supports? Financially, strategically, and clinically?”
- Impact/Influence=“Are you moving the needle towards improved outcomes?”

Building capacity

Assume positive intent. How do we get to a place where the care we provide is consistent and best practice?

Improvement challenge- Are we doing the right things?
Are we doing things right?

Galvanize your group.

When you begin to validate your program, engage with strategic partners. Yours can't be the only lens.

“System capacity building is the process of developing and strengthening skills, instincts, abilities, processes and resources that organizations and communities need to survive, adapt, and thrive in a fast-changing world.” un.org

Create a “Why” Statement

Finding your “Why” is important

“It matters how we listen to the voice of each newborn and how we care for each newborn and each family” H. Als, 2016

When your “why” is kept at the forefront of all that you do, making decisions becomes a lot easier because:

- It motivates the group
- It gives the group purpose
- It gives the group a collective foundation of understanding
- It keeps the group on the same page
- It drives groups when times get tough
- It helps create a collective message to share with leadership to gain support, budget, additional resources

Driving Change

Have you identified key partners, allies, and parent advocates? Have you engaged leadership to discuss current state and a vision for the future of your unit?

Are there team members wanting to grow and develop? Is there support? Who has the bandwidth to own the work to explore possibilities?

What resources do you have at your disposal? What are you doing with your limited resources?

How do you maximize your influence?

Getting started



Create a mindset of necessity for the work as it relates to your “why” while keeping an eye on quality & safety

Assess appetite for change

Address barriers (complete a gap analysis) and implementation challenges

Process improvement lens

Change starts with a catalyst

Catalyst is someone who sparks actions in others.

If you want to initiate or accelerate a reaction or change, catalysts can't and should not do all the work.

Important to energize and mobilize others; helping one another to reach aspirations and dreams

- What is possible?
- What have we tried before?
- What have we not tried?

Empowering others is especially important if you are an N=1.

Profound statements and ideas make your brain keep thinking!

Barriers impacting implementation



Time

Staff turnover; day to day staffing

Parents not present

Accountability

Focus on tasks

Navigating barriers

- Ask how you can integrate with your organization or unit's strategic goals
- Keeping leadership in the loop is key
- Building relationships is critical for buy in to expand implementation of developmentally supportive care from a NIDCAP lens

Implementation

Results driven outcomes build the case to incorporate NIDCAP model in the ICU setting.

Implementation and expansion of incorporating NIDCAP is not a sprint...it is a marathon.

- Early successes and quick wins around quality and outcomes are critical, especially if you are N=1 and can build the capacity and value of NIDCAP
- Big projects may have the highest impact but require more work

My retrospective



- When something is too hard, it is usually not the right time (trust the process)
- Leverage the increased focus on neuroprotective care
- Sometimes it takes a combination of the **right people** in the **right place** at the **right time** to get things going
- Don't assume if the answer was no previously that it is not possible now or in the future

My retrospective



- While having a team is nice, you can still have a huge influence as N=1. Show your value
- Create your own community of like-minded people (mentors, peer organizations, colleagues at work that share passion for the work, change agents)-they will push you
- Work smarter, not harder (NIDCAP model; utilize European Foundation for the Care of Newborn Infants; Infant Family-Centered Developmental Care Standards and Best Practices)
- Acknowledge your limitations and take care of yourself

Fostering innovation

“In some environments, the task of changing practice will be monumental. In others you will garner support out of the gate. Either way, the work is critical work and will be key to positive and lifelong outcomes”.

Creating a movement

Change is inevitable.

Being strategic can be a catalyst for change.

Ground capacity building and systems change in equity-ensure parents are welcomed **and** at the table.

“You are experts in your respective fields; you are not experts in everything.” D. Paul

What is your “why?”





"It matters how we care for one another and for ourselves.." H. Als

Question what is and what can be!