

Education in the Pediatric Intensive Care Unit at American Family Children's Hospital

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American Family Children's Hospital

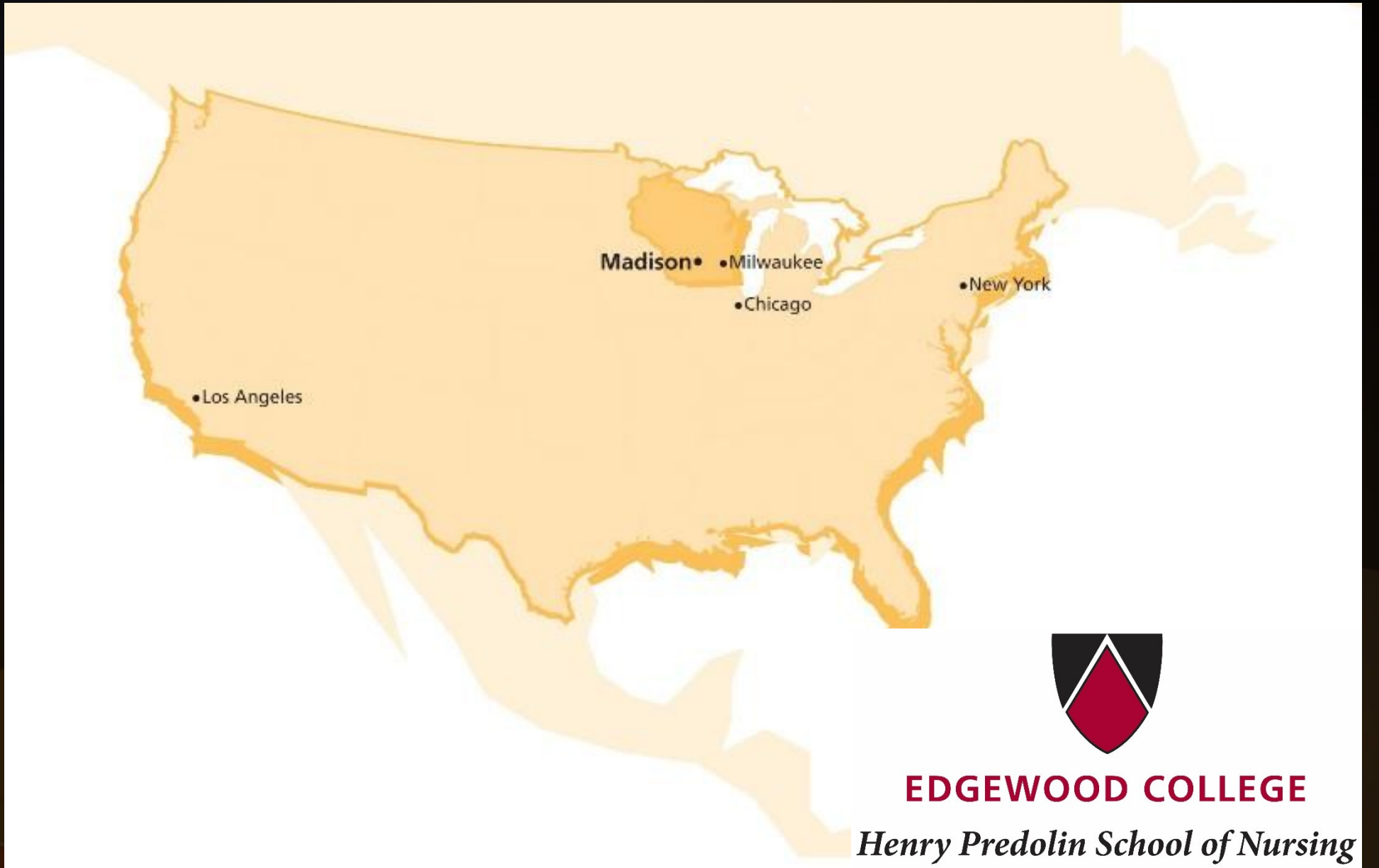
Masaryk University Faculty of Nursing

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EDGEWOOD COLLEGE

Madison, Wisconsin
U.S.A.



EDGEWOOD COLLEGE

Henry Predolin School of Nursing



Edgewood College is a community of learners that affirms both its Catholic heritage and its respect for other religious traditions.



We foster open, caring, thoughtful engagement with one another and an enduring commitment to service.



Education in the Pediatric Intensive Care Unit

- I. The Hospital
- II. The Patient
- III. The Family
- IV. The Medical Staff – All Disciplines
- V. The Nursing Staff
- VI. The Transfer of Education to the Clinical Area

American Family Children's Hospital



University of Wisconsin – Madison Hospital and Clinics



Research and Grant Spending

University of Wisconsin – Madison

American Family Children's Hospital

We are rated from number two to number nine of rankings for the most money spent of research and development



Facts and Figures – Fiscal Year 2015

- ▶ Inpatient discharges: 4,200
- ▶ Surgical procedures: 5,789
- ▶ Clinic visits: 144,879
- ▶ UW pediatric specialists/surgeons: 235
- ▶ Average hospital stay: 5.1 days
- ▶ Case Mix Index: 1.6



Pediatric Heart Program – Ultra-safe Imaging



- ▶ First in world with Artis Q.zen imaging equipment. Up to 60 percent less radiation exposure than conventional machines
- ▶ Primary uses:
 - ▶ Interventional cardiology
 - ▶ Cardiac electrophysiology
 - ▶ Interventional radiology
 - ▶ Neuro-interventional radiology
 - ▶ Complex surgery

Nursing / Medical Training

- ▶ Graduate from High School 17-18 years old
- ▶ Associate Degree Nurse
 - ▶ 2-2 1/2 years Technical College
- ▶ 4 year Baccalaureate Nursing Degree
- ▶ Masters of Science – Nursing
 - ▶ Education
 - ▶ Administration
- ▶ Doctor of Nursing Practice
 - ▶ Administration
 - ▶ Practical
- ▶ Doctor of Philosophy

- ▶ Graduate from High School 17-18 years old
 - ▶ 4 year Bachelor Degree
 - ▶ 4 Year Medical School
 - ▶ 3-8 Year Residency
 - ▶ 3-6 Year Fellowship
 - ▶ Attending

DNP Nurse functions at the same level as a Fellow on most units

Hospital

- ▶ Where Does Education Begin?
 - ▶ Planned Admission
 - ▶ Clinical Nurse – Nurse Practitioner / Nurse Clinician
 - ▶ Emergent / Unplanned Admission
 - ▶ Emergency Department
 - ▶ Child Life
 - ▶ Nursing Staff in the Pediatric Intensive Care Unit
- ▶ Open Policy at the Bedside!
 - ▶ Parents Allowed
- ▶ Discharge Planning Begins Upon Admission

Patient and Family Support Services

American Family Children's Hospital is a comprehensive pediatric medical and surgical center featuring nationally recognized pediatric specialists in fields from Cardiology to Cancer, including faculty from the University of Wisconsin School of Medicine and Public Health's Department of Pediatrics.

The Patient and Family Support Services section of the Children's Hospital Patient Guide includes the following information and resources:

- Advance Directives
- Child Health Advocacy and Safety
- Child Life
- Flad Family Chapel
- Flashes of Hope
- Hospital School and School Re-Entry
- Interpreter Services
- Kids as Partners (KAP) and Teen Advisory Board (TAB)
- Kohl's Safety Center
- Nutrition and Kids
- Oral Health and Dental Care
- Parent and Family Advisory Council
- Patient Relations
- Pediatric Palliative Care
- Pet Therapy
- Playrooms and Teen Lounges
- Positive Image Center
- SAFE KIDS Coalition
- Social Work Staff
- Special Events and Visitors
- Spiritual Care Services
- Support Groups
- Tyler's Place and Sibling Services
- Volunteering at the Children's Hospital

Education:

- ▶ How do we educate?
 - ▶ Written Material
 - ▶ Videos
 - ▶ Demonstration
 - ▶ Teach Back
- ▶ The effects of stress!
 - ▶ When is appropriate to educate in the Pediatric Intensive Care Unit?



Retention of Education Provided!



Ability to Learn in a Stressful Environment

Nursing Students
Medical Students
Family
Patient

Patient

- ▶ Age of the Patient
 - ▶ Cognitive Ability of the Patient
 - ▶ Laws Protecting the Patient
 - ▶ Greater Than 10 Years old



This is Austin

(Early 2013 – before bone marrow transplant)



So How do we Teach Austin and his Family?



American Family Children's Hospital: A Clinical Innovator



Case Study

- ▶ New medications for a new acute medical diagnosis.
 - ▶ Beata is 2 1/2 years old
 - ▶ Do you teach mother and dad?
 - ▶ Do you teach the siblings
 - ▶ Do you teach Beata?
 - ▶ 3 volunteers – Role Play



Child Life

CHILD LIFE

*Promoting positive experiences
for kids and families*



- ▶ The Child Life program at American Family Children's Hospital is made up of trained professionals with backgrounds in child development.

Certified Child Life Specialists help children, adolescents and families cope with the fear and anxiety associated with the medical environment and hospitalization. The goal of the Child Life program is to promote positive experiences for children and families throughout hospitalization.

Play with a Purpose: How Child Life Uses Play

- ▶ Create a friendly, familiar environment
- ▶ Teach about procedures, surgeries, or new diagnosis
- ▶ Distraction during procedures or times of discomfort
- ▶ Promote development
- ▶ Allow children to master their healthcare experience
- ▶ Encourage peer interactions
- ▶ Support emotional and psychosocial needs
- ▶ Provide opportunities for self-expression
- ▶ Introduce medical supplies to encourage learning and reduce fears
- ▶ Involve siblings throughout medical experience

Family

Acute

Nurse dedicated to family

Open policy

Child Life



Patient and Family-Centered Care



- ▶ We are a leader in making **patient- and family-centered care** a core principle
- ▶ Rooted in the belief that family members know their child best

Family-Centered Rounds



- ▶ Daily patient rounds include family members as part of health care team
- ▶ Has increased patient and family satisfaction
- ▶ Helps reduce length of stay in hospital
- ▶ Increased safety

Advanced Pediatric Care – It Takes a Village

- Pediatric Intensivists
- Surgeons
- Subspecialists
- Nurse Practitioners
- Hospitalists
- Pharmacists
- PICU RN's
- Respiratory Therapists
- Nutritionists
- Families
- Case Management
- Social Work
- Health Psychology
- Child Life

Medical Faculty – All Disciplines

Who is Involved In Patient Education

- ▶ Physicians
 - ▶ Fellows / Nurse Practitioners
 - ▶ Residents
 - ▶ Medical Students
- ▶ Pharmacy
 - ▶ Pharmacy Students
- ▶ Nutrition
- ▶ Respiratory Therapists
- ▶ Occupational Therapists
- ▶ Physical Therapists
- ▶ Speech

Complexity of the Disease Process

- ▶ Mutual Respect
- ▶ Collaboration

Nursing

- ▶ How do I teach?
- ▶ Little Children 2-3 years old
 - ▶ Down on their level!
 - ▶ Keep it simple
 - ▶ Pill Case Study
- ▶ Older Children
 - ▶ Ask them how much they want to be involved?

Nurse Led Care Rounds:

- ▶ Originated in our Neonatal Intensive care Unit
- ▶ Pediatric Bone Marrow Transplant Unit
- ▶ Pediatric Hematology / Oncology Unit

10 Elements of Competence for Using Teach-back Effectively

- ▶ 1. Use a caring tone of voice and attitude.
- ▶ 2. Display comfortable body language and make eye contact.
- ▶ 3. Use plain language.
- ▶ 4. Ask the patient to explain back, using their own words.
- ▶ 5. Use non-shaming, open-ended questions.
- ▶ 6. Avoid asking questions that can be answered with a simple yes or no.
- ▶ 7. Emphasize that the responsibility to explain clearly is on you, the provider.
- ▶ 8. If the patient is not able to teach back correctly, explain again and re-check.
- ▶ 9. Use reader-friendly print materials to support learning.
- ▶ 10. Document use of and patient

▶ What is Teach-back?

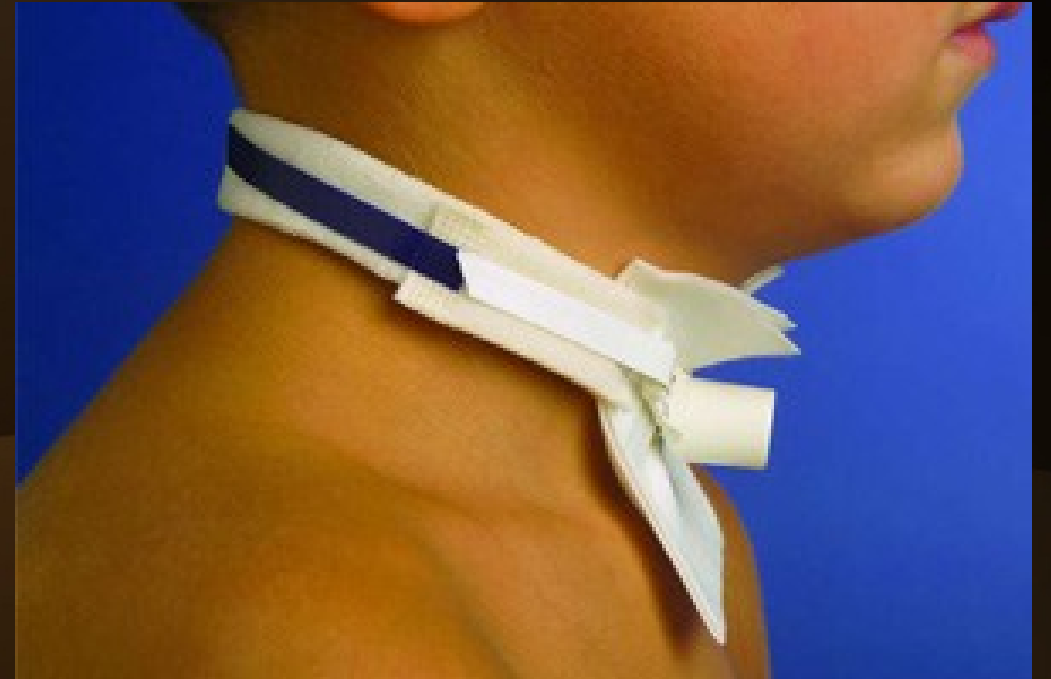
- ▶ A way to make sure you—the health care provider—explained information clearly. It is not a test or quiz of patients.
- ▶ Asking a patient (or family member) to explain in their own words what they need to know or do, in a caring way.
- ▶ A way to check for understanding and, if needed, re-explain and check again.
- ▶ A research-based health literacy intervention that improves patient-provider communication and patient health outcomes¹.

Diabetic Education

- ▶ Diagram
- ▶ Intensive Care Education
 - ▶ Age of the child
 - ▶ Previous Understanding of the Disease Process
 - ▶ Bedside Nurse
 - ▶ Initiating
 - ▶ Re-enforcement
 - ▶ Clinical Nurse Educator
 - ▶ 2 to 3 Short Education Sessions
- ▶ Medical Floor Education
- ▶ Clinical Nurse Educator
 - ▶ Clinical Setting



Tracheostomy Teaching



As a Nurse What Would you Teach?

Paper and write everything that you can think of to teach parents and Patient before Discharge.

Education

- 1). Acknowledgement of the Tracheostomy / Anatomy
- 2) General Care
- 3) Suctioning
- 4) To Go Bag
- 5) Classroom with Nurse Educator
- 6) PICU Nurse
- 7) Support Staff- Family Members 2-4 people other than the parents
- 8) 24 Hour Cares
- 9) Day Trip
- 10) Overnight
- 11) Car Seat Test
- 12) Equipment



What Did We Forget?

- ▶ School Nurse
- ▶ Child Health Psych
- ▶ Re-introduction into the classroom.
- ▶ CPR Training
- ▶ Nose
- ▶ Speaking Valve
- ▶ Cuff or Un-cuffed

Transfer to Other Units

- ▶ Nurse – School Reintroduction
 - ▶ Monkey in the Chair
 - ▶ Pink Panther Diabetes
- ▶ Nurse Clinical Nurse Specialist



**MONKEY
IN MY CHAIR**
is a beneficial program
to help cancer patients
stay connected to
their classmates.

[LEARN MORE](#)

The advertisement features a young girl with glasses and a white bow in her hair, smiling and holding a large, brown stuffed monkey. The monkey has a tag that says 'Monkey in My Chair'. The background is a bright yellow gradient. The text is in blue and black, with a green button for 'LEARN MORE'.



UWHealth
American Family
Children's Hospital

PEDIATRIC CRITICAL CARE



UNDERSTANDING DIABETES

A Handbook for people who are
living with diabetes



Nurse Education in the Pediatric Intensive Care Unit

- ▶ Nurse Residency Programs
- ▶ New Graduate
 - ▶ 3 to 6 month Orientation
 - ▶ Residency to last 1 year
- ▶ Over 1 year in Pediatrics in another hospital
 - ▶ Short orientation period designed to meet the nurse
- ▶ Springboard to Pediatrics
 - ▶ Have nursing experience greater than one year in adult population
 - ▶ Shadow
 - ▶ Classroom Studies

Residency Program

▶ Staged Orientation

▶ 1st Stage

- ▶ Orientation to unit
- ▶ Learn the dynamics
- ▶ Learn to communicate with other Disciplines

▶ 2nd Stage

- ▶ Stable Patients
 - ▶ pairs
- ▶ Sicker Patients
 - ▶ singled

▶ 3rd Stage

- ▶ Sickest Patient's on the Unit
- ▶ Preceptor in control
 - ▶ Resident learns what to expect

▶ 4th Stage

- ▶ Returns to pairs and type of patient first to experience



Thank You!



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