**Key Driver Diagrams Exercise**

**Prompt:**

Mary Heart is the nursing director of Springfield mother-baby unit at Springfield Hospital. Springfield hospital is small, with ~1000 deliveries each year. Mary doesn’t have a lot of extra support. Recently the pediatricians she works with told her that the American Academy of Pediatrics came out with a recommendation to perform congenital heart disease screening on all healthy newborns before discharge and therefore it “must get done” and “this is the nurses job.”

Mary begins to talk about this with some of the mother-baby unit nurses and they emphatically state that they have too much to do on the day of discharge regarding the mothers and the infants and this is totally unnecessary, considering that the pediatricians listen to the hearts multiple times anyway. The nurses also state that they don’t even know where the portable pulse oximeters are most of the time. They get used and never placed back in the same location. Mary asked a few new parents about this and one of them said that she was frustrated by the number of tests her baby needed prior to going home.

Mary does find a few nurses and a pediatrician that do believe in this effort and are willing to help her approach the problem. She also found a mother that works on the family advisory board at her hospital to be on her team.

**Instructions:**

Develop a key driver diagram to help Mary Heart and her team address the problem. The team ultimately needs to begin performing congenital heart disease screening on all health newborns on the day of discharge from Springfield Hospital. This involves use of a pulse oximeter on the finger of a baby for about 10 minutes and documenting the results in the nursing EMR flow sheets.

Your key driver diagram should have the following elements:

• Overall goal

• Specific aim

• Primary and/or secondary drivers

• At least 1 change concept for each driver

• Balancing measures