

NeoQIC Family Engagement Collaborative: General Overview

Background and Goals: NeoQIC is the Neonatal Quality Improvement Collaborative of Massachusetts. We have worked together on statewide projects for more than 10 years. We completed projects in human milk and safe sleep practices in 2018 and 2019, respectively. In this work, we realized that the way to further drive improvements in these topics and to address important disparities in care was to launch a new project focused on family engagement more globally. Therefore, the goal of the current project is to improve adherence to evidenced-based family engagement practices and reduce disparities by race/ethnicity and language status that occur among level 2 Special Care Nurseries (SCNs) and level 3 Neonatal Intensive Care Units (NICUs) in Massachusetts.

Key Drivers to Improve Family Engagement in MA SCNs/NICUs:

- 1) Adequate and timely communication regarding infant medical care between staff and families
- 2) Comprehensive social services and supports for families
- 3) Family engagement in hands-on care
- 4) Family participation in discharge planning



Overall Aim: We will collect data on key metrics that capture each of our 4 key drivers. *The overall goal is to reduce racial/ethnic and language disparities that occur among each of the 4 drivers, in order to move closer to health equity.*

How will the project work? Like our past NeoQIC projects, we will use the Institute of Healthcare Improvement Breakthrough Series Model of Improvement. This means that we will meet as a group approximately bimonthly and will use this time to develop skills in quality improvement, learn from topic-specific experts, and share our successes and barriers. In between meetings, teams will work locally to conduct improvements via Plan-Do-Study-Act cycles in line with our overarching key driver diagram. Teams will also submit data to a central database and will receive frequent reports that track overall statewide and local team progress. Together, we will build momentum to improve and optimize family engagement practices and reduce disparities.

Funding and project length: This project is funded by the W.K. Kellogg Foundation. The goal is to share what we learn in Massachusetts with other states across the U.S. We anticipate the project will last 2-3 years. Our start date will be September 1, 2020 and we will continue until August 31, 2022 or 2023.

What is new about this project compared to other NeoQIC projects? First, while inclusion of family members on our quality improvement teams has always been a goal in our work, in this project the voices of families and their roles as leaders in our local and statewide work will be a top priority. We will engage families of all backgrounds to serve as equal partners with NICU staff on our local teams and at the NeoQIC project leadership level. Second, we will pilot parent-reported data collection. We believe that for this project receiving direct feedback from families, rather than chart abstracted data only, is crucial.

Who can join? Any level 2 SCN or level 3 NICU in Massachusetts may join. There is no cost. The state leadership team will provide QI training, data infrastructure and organization of meetings. We ask that local teams conduct improvements, engaged with other teams, and submit data. We aim to minimize data burden as much as possible. Reach out to us to learn more!

Contact information:

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