

"Optimizing Hospital-Grade Breast Pump Access for NICU Mothers: A Process Improvement Study"

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Problem Statement/Background

The prominent medical center's process for obtaining hospital-grade breast pumps for NICU mothers was inefficient. The guidelines for ordering were unclear, and there were communication barriers among healthcare teams. This situation affected mothers' ability to provide breast milk to their neonates, which could potentially impact neonatal health outcomes.

Multidisciplinary team: NICU Manager, Discharge Planner, Case Manager, and Lactation Consultants

Methodology: The project employed a multi-faceted approach involving data analysis from patient feedback, staff input, and review of existing processes. Interventions included clarifying roles and responsibilities, enhancing communication channels, integrating a lactation-specific tab in the Electronic Health Records (EHR), and ultimately initiating a breast pump loan program.

Purpose/Objective

The primary objective was to streamline and improve the process for procuring hospital-grade breast pumps for NICU mothers, ensuring timely access and support for lactation, thus enhancing the health outcomes of infants and their mothers.

Evaluation of Outcomes

Post-implementation data indicated significant improvements in process efficiency, with reduced time delays in breast pump delivery and increased satisfaction among NICU mothers. Staff collaboration and communication were markedly enhanced, contributing to a more supportive lactation environment.

The UCLA Ronald Reagan NICU eliminated inconsistencies, streamlined communication, and gave NICU mothers timely access to breast pumps to nourish their newborns.



Fishbone diagram - cause and affect analysis



Process Map



Results



Conclusion/Implications/Sustainability

The project demonstrated that targeted interventions could substantially improve the procurement process for hospital-grade breast pumps in a NICU setting. The improvements have implications for enhancing neonatal health outcomes and maternal satisfaction. The sustainability of these changes is supported by the integration of new practices into the hospital's standard operating procedures, ensuring long-term benefits for NICU families.