



Singapore Healthcare Management 2016

To increase rate of rooming in of mother and baby 24 hours a day from 81.5% to 100 % within 6 months in ward 53A

Liow Peck Hoon¹, Punasundri Punasundri D/O Thangaraju¹, Puspha D/O MS¹, Norjihan Bte Hashim¹, Vimala D/O Raghavan¹, Velasquez R Sison¹, Vanessa Tong², Dr Yong Tze Tein³

¹Ward 53-Antenatal/Postnatal
²Ward 54-High Dependency Nursery
³Department of Obstetrics & Gynaecology



INTRODUCTION

All staff of ward 53A collaborate closely with the Department of Neonatology in providing different levels of care for the newborns as required as well as for postnatal patients As SGH has been accredited Baby Friendly Hospital since 1 November 2013, all staff needs to ensure that all guidelines based on Ten Steps To Successful Breastfeeding are strictly complied to. Step 7 of the Ten steps to Successful Breastfeeding recommends that all well babies must be room in with their mother 24 hours a day after delivery.(Fig 1)

Fig 1:10 steps To Successful Breastfeeding by WHO/UNICEF

Table 1 – 10 steps to successful breastfeeding	
1.	Have a written breastfeeding policy that is routinely communicated to all health care staff.
2.	Train all health care staff in skills necessary to implement this policy.
3.	Inform all pregnant women about the benefits and management of breastfeeding.
4.	Help mothers initiate breastfeeding within 1 hour of birth.
5.	Show mothers how to breastfeed and how to maintain lactation, even if they are separated from their infants.
6.	Give newborn infants no food or drink other than breastmilk, unless medically indicated.
7.	Practice "rooming in" –allow mothers and infants to remain together 24 hours a day.
8.	Encourage breastfeeding on demand.
9.	Give no pacifiers or artificial nipples to breastfeeding infants. ^a
10.	Foster the establishment of breastfeeding support groups and refer mothers to them on discharge from the hospital or clinic.

^a The American Academy of Pediatrics does not support a ban on pacifiers. From the World Health Organization, United Nations Children's Fund, Protecting, Promoting and Supporting Breastfeeding: The Special Role of Maternity Services, 1989.²

MISSION STATEMENT

To increase Rooming-in rate of mothers and baby in Singapore General Hospital from current 81.5 % to 100 % Within 6 months

METHODOLOGY

Methodology	Reason
Brainstorming	Members brainstormed for possible root causes and solutions
Cause and Effect Diagram	Identify and select all possible root causes due to factors related to mothers, staff, baby and environment.
Pareto Chart	Using a multi-voting system, members used the Pareto Diagram to tackle the 3 problems with the highest vote
Tree diagram and prioritization matrix	Possible and best solutions to the final 3 root causes were developed and presented

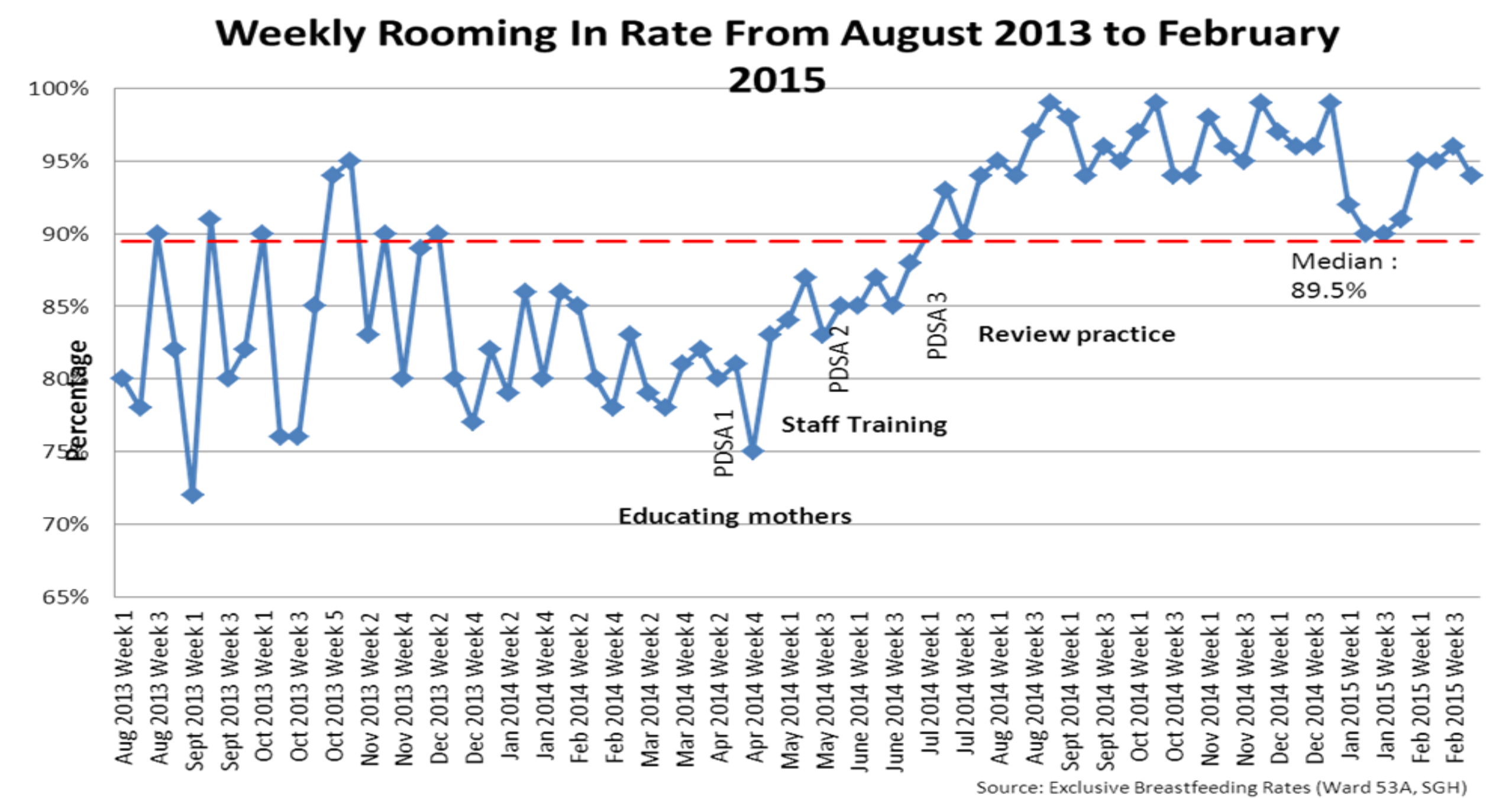


PDSA 1 A flyer (figure 1) to standardize information was implemented from April to mid May 2014. Written information on rooming- in in the form of the flyer was given to patients in addition to explanation by nurses. Thus patients and their spouses have ample time to read and understand the information.

PDSA 2 To provide adequate training for nurses was implemented from Mid May 2014 to July 2014.Frequent updates help the nurses to have a better understanding of their role in enforcing rooming in of mothers and babies. In addition a senior staff nurse was assigned to oversee all breastfeeding issues and help ensure mothers are able to rest in between the breastfeeding schedules of their baby

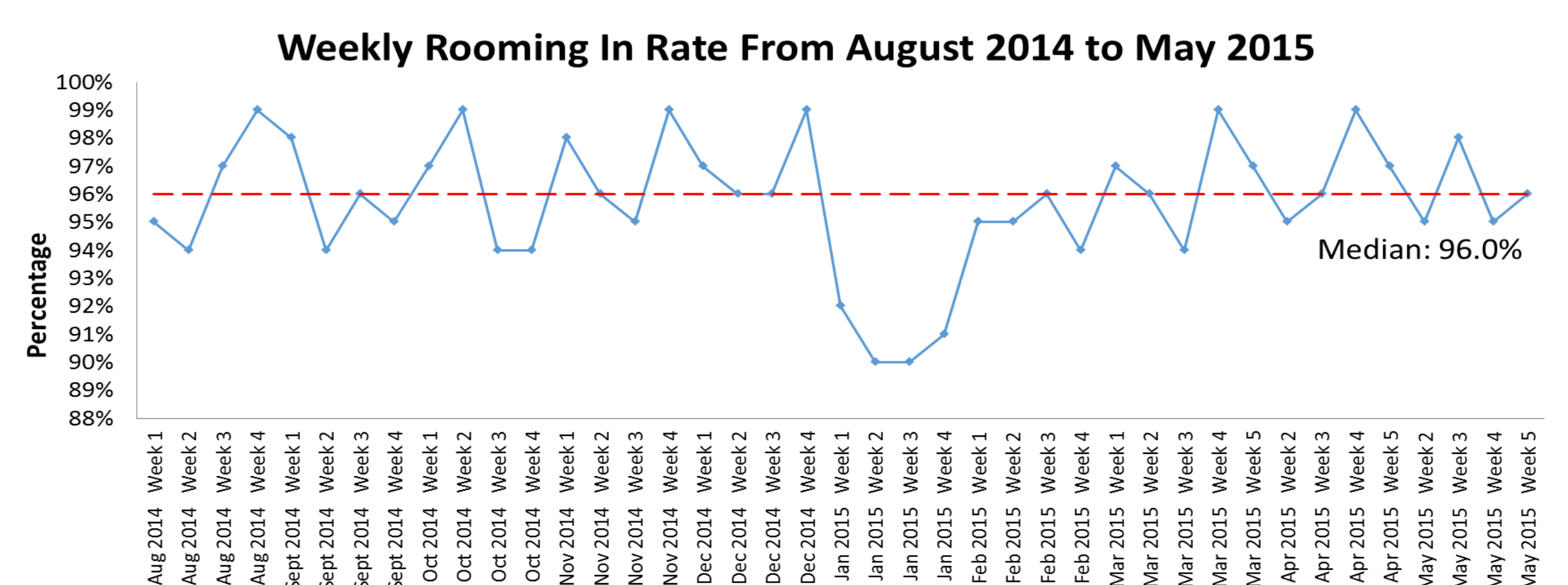
PDSA 3 To conduct routine examination of babies by doctors at mother's bedside instead of in Nursery was implemented on first week of July 2014. . Daily routine examination of babies was conducted at mother's bedside instead to minimize separation of mother and baby. The mothers were given instant update on their baby's condition and they or their spouses have the opportunity to ask questions and clarify any issue instantly. This interaction also allows mothers and their family members to have direct and better communications with the doctors taking care of their baby.

RESULTS



Before implementation (problem)	After implementation (result)
Rooming in rate for SGH had stabilized at around 81.5 before project PDSA 1 No standardized written information on Rooming In available for antenatal and postnatal patients.	Rooming in rates hit median value of 89.5 % after completion of project in February 2015 Positive feedbacks from postnatal patients on the rooming in practice as more mothers understand that having their baby with them all the time is more beneficial to them and baby.
PDSA 2 Nurses find it challenging to handle mother's requests for nursery care for their baby	Nurses verbalized more confidence in handling mother's requests for nursery care for their baby and assisting mothers with breastfeeding issues
PDSA 3 Nurses spend time and effort to bring back all the babies to the nursery for routine examination round and then transport them back to mothers after round. Doctors spend time going round individually to update mothers on their babies' condition and answer mother's queries.	Nurses and doctors save time and effort with daily examination rounds done at bedside This improves the communication process between the parents and staff The Organization is able to maintain the Baby Friendly Hospital status as well as be ready for Recertification in 2016.

SUSTAINABILITY



Source: Exclusive Breastfeeding Rates (Ward 53A, SGH)

Rising and sustained rooming in rates even among non-breastfeeding mothers help to boost the confidence of the team members. They continue in their support and effort to promote and maintain the rooming in rate. Lactation Consultants conduct regular updates on breastfeeding and Rooming in. In addition, all new staff including doctors will be enrolled in the mandatory online BFHI course. Random audits were carried out by team members and supervisors to ensure continued compliance for all the solutions implemented. The Lactation Consultants continue to collate weekly Rooming in rates to measure and sustain results

CONCLUSION

The Organization is able to maintain the Baby Friendly Hospital status as well as be ready for Recertification in 2016.Increased rooming in rates indirectly helps to maintain the breastfeeding rate above the required 75% for BFHI hospitals. The intervention was incorporated into the daily operations but only in the O & G department.