PICU Family Daily Update Policy

Daily communication with our patients and their families is essential to our delivery of excellent care. From October to November of 2010, only 14.3% of PICU families received a documented daily update from both a doctor and a nurse. Currently, a Green Belt team is working on improving daily communication between the PICU clinical team and our families. By establishing a definition for daily update and standardizing daily communication, we hope to increase PICU family and staff satisfaction.

Daily communication in the PICU includes: 1) daily morning rounds, 2) daily family update by a nurse each shift (day and night shift), 3) daily family update by a PICU physician each day.

1) Daily Morning Rounds
   a. Families present in the unit should be invited to participate in morning rounds. Families also receive information about participating in rounds in the PICU Parent Handbook and “Ways to Participate in Your Child’s Care” handout given upon admission.
   b. During rounds, taking into account the acuity, prognosis, and care needs of the child, the rounding team will assign the most appropriate PICU physician to communicate the daily update with each family.
   c. The assigned physician on the daily goal sheet posted outside the door of every PICU room.

2) Daily Family Update by Day and Night Nurse
   a. Daily Family Update includes
      i. Daily goals and plan
      ii. Planned labs and tests and/or results
      iii. Current patient condition
      iv. Concerns and questions
   b. The day shift nurse should attempt to update the family each day by 5:30pm. The night shift nurse should attempt to update the family each day by 9:30pm.
      i. For families who are present, this will be in person
      ii. For families who are not present, this should be by phone
      iii. For families who are present and do not speak English, a translator should be utilized
      iv. For families who are not present and do not speak English, blue phones should be utilized
   c. At the end of each shift, the charge nurse will confirm that the bedside nurse updated or attempted to update the family. The charge nurse will document this in the designated column on the charge nurse sheet.

3) Daily Family Update by Physician
   a. Daily Family Update includes
      i. Daily goals and plan
      ii. Planned labs and tests and/or results
      iii. Current patient condition
      iv. Concerns and questions
   b. Bedside nurse will notify the assigned physician when family is present in the unit.
      i. For families who are present, the update will be in person
ii. For families who are not present, the update should be by phone
iii. For families who are present and do not speak English, a translator should be utilized
iv. For families who are not present and do not speak English, blue phones should be utilized
c. At the end of each shift, the assigned physician will confirm that the family has been updated, or an attempt has been made.
   i. If the family has been updated, the physician will write “Yes” in the column designating “Family Updated” on The Board
   ii. If an attempt has been made, the physician will write “Attempt” in the column designated “Family Updated” on The Board
d. At the end of each shift, the charge nurse will document which families have been updated from the information on The Board
e. While daily communication is required for all patients, a family care conference should be scheduled for patients who have been in the PICU for more than 7 days. These patients will be identified during Thursday afternoon Chronic Care Rounds. These conferences should involve any consult services. The PICU attending will be responsible for coordinating the meeting, and will document the meeting in WebCis as a Generic Note.