

Improving Care for NICU Families with a Non-English Language of Preference

January 2023 Improvement Palooza Follow Up Webinar

Agenda

Time	Topic	Speaker/Facilitator
12:02-12:10	Welcome and Goals of the Webinar	Ashley Randolph
12:10-12:15	CPQCC Data on Language Preference & Interpreter Use	Henry Lee
12:15-12:20	Video- IMIA	Marina Persoglia Bell
12:20-12:40	Mini-Toolkit on Recommendations	Caroline Toney-Noland & SudhaRani Narasimhan
12:40-12:50	Parent ID Badges with preferred language	Veronica Escobar
12:50-1:00	Flyers for Families	Angela Lindbloom
1:00-1:05	Video- Interview Clips	Marina Persoglia Bell
1:05-1:25	Q&A	Ashwini Lakshmanan & Courtney Breault
1:25-1:30	Next Steps	Ashley Randolph

Welcome & Goals

cpqcc

Continuing Education (CE) Credit for RNs



CE Credit for RNs

- **CE credits have been approved for the live attendance of today's session**
- The Perinatal Advisory Council: Leadership, Advocacy and Consultation (PAC/LAC) is an approved provider by the California Board of Registered Nursing Provider CEP 5862
- Please contact Janine Bohnert (janine@cpqcc.org) regarding any questions related to the RN-CE credits, grievances, or in order to request accommodations for disabilities

As part of this session, we will emphasize the need for culturally and linguistically appropriate care of neonates and their families.

STEP ONE

SIGN IN

Please chat in your name to sign into today's session

STEP TWO

EVALUATION

The QR code and link will be provided at the end of the session



Goals

- To **reduce disparities in infant outcomes and family care metrics** for NICU families with a non-English language of preference (NELP)
- To train you on **evidence-based and evidence-derived strategies** on how to accomplish this
- To equip you to be **Language Champions** for your own units and provide you with the resources you need to take this learning back to your team

Preferred Language Data Rationale

- Those with preferred language other than English are at risk for poorer health outcomes in the NICU.
 - Decreased parental engagement
 - Decreased discharge readiness
 - Decreased patient safety
 - Decreased parental empowerment
- IHI strongly supports data disaggregation by race, ethnicity, and preferred language in order to respond to such disparities.

Al Shamsi H et al., 2020; Glazer K.B. et al., 2021; Kynoe NM et al., 2020; Palau MA et al., 2019; Steinberg EM et al., 2016; Umberger E et al., 2017; Wasserman M et al., 2014

Data Points new for 2022:

- 1) Mother's Preferred Language: Please list mother/primary care giver's preferred language.

Arabic • Armenian • Cantonese • English • Farsi/Persian • Hindi • Hmong/Miao • Japanese • Korean • Mandarin • Mixtec • Mon-Khmer/Cambodian • Punjabi • Russian • Spanish • Tagalog • Thai • Vietnamese • Other/Describe • Unknown

- 2) Did mother/primary caregiver require interpreter services (either in-person or remote) during this hospitalization?

Yes • No • Unknown

Preliminary 2022/2023 so far...

Language across families admitted to CPQCC NICUs

N = 15,707 CPQCC eligible

→ ~89% English as preferred language

→ ~1.2% missing (decreased from 10% first half of 2022)

→ Second... Spanish – 9.8% (1,366)- with 88% requiring interpreter services

→ For all CPQCC eligible infants, 9.6% (1,515) required interpretation.

Video

International Medical Interpretation Association



Mini-Toolkit

With Recommendations on Improving Care

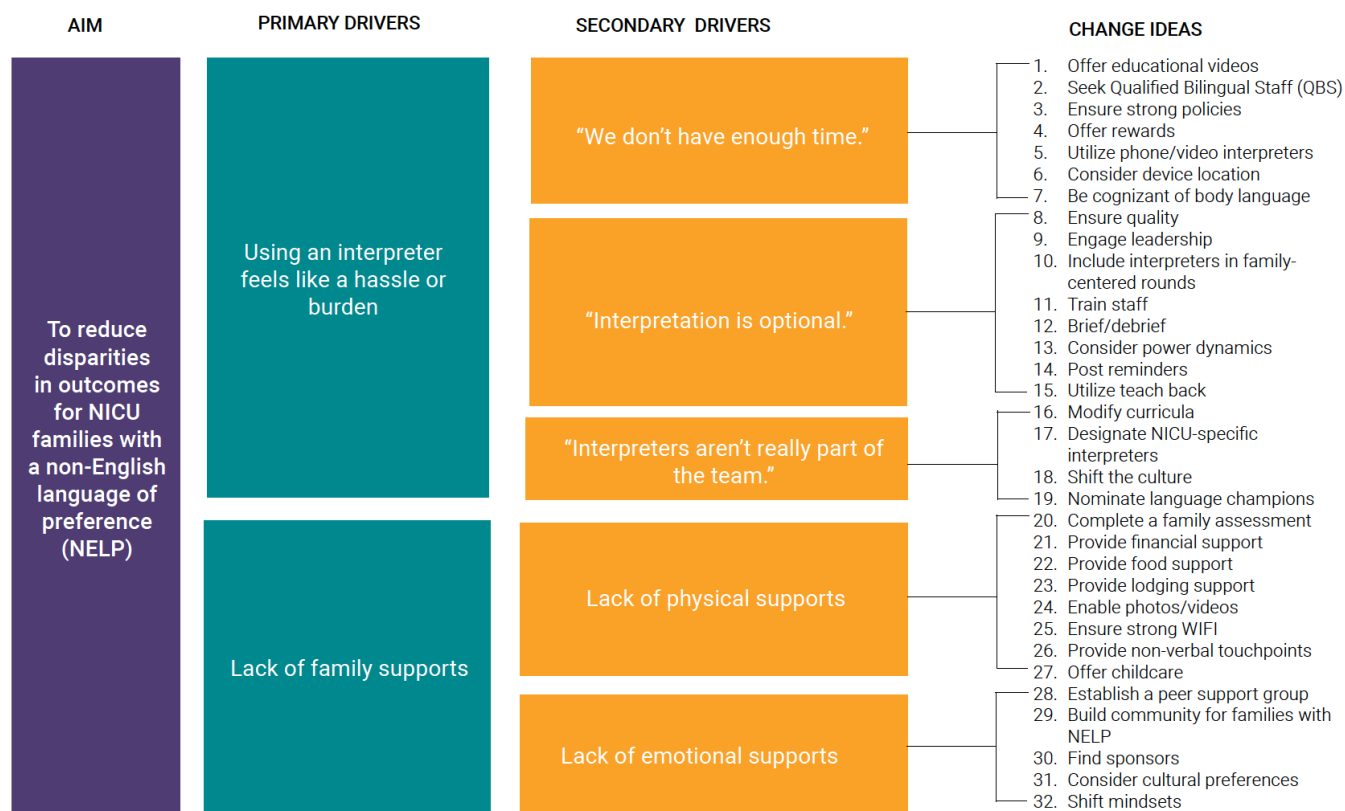


Equality v. Equity



Reducing Disparities for NICU Families with a Non-English Language of Preference (NELP)

This document aims to reduce the disparities that families with a non-English language of preference (NELP) experience in the NICU. Two primary drivers of disparity were identified and a list of action oriented, evidence-based or evidence-derived change ideas were formed. While many of the recommendations below may fall into the Social Worker's job description, it is important that multiple members of the team take ownership to care for patient families with a NELP to ensure they have the most supportive experience.



PRIMARY DRIVERS

Using an interpreter
feels like a hassle or
burden

SECONDARY DRIVERS

"We don't have enough time."

"Interpretation is optional."

"Interpreters aren't really part of
the team."

CHANGE IDEAS

1. Offer educational videos
2. Seek Qualified Bilingual Staff (QBS)
3. Ensure strong policies
4. Offer rewards
5. Utilize phone/video interpreters
6. Consider device location
7. Be cognizant of body language
8. Ensure quality
9. Engage leadership
10. Include interpreters in family-centered rounds
11. Train staff
12. Brief/debrief
13. Consider power dynamics
14. Post reminders
15. Utilize teach back
16. Modify curricula
17. Designate NICU-specific interpreters
18. Shift the culture
19. Nominate language champions

Change Ideas to Reduce Disparities in Outcomes for NICU Families with a Non-English Language of Preference (NELP)

Using an interpreter feels like a hassle or burden | We don't have enough time

1. **OFFER EDUCATIONAL VIDEOS:** Questions from families with a NELP may be answered through educational videos in their language of preference that could potentially break down medical jargon and be viewed multiple times to enhance comprehension. Please see a curated list of videos in Spanish that may benefit NICU families; this list is always growing and does not represent all available materials. Details of the videos on the playlist are found [here](#).
2. **SEEK QUALIFIED BILINGUAL STAFF (QBS):** Qualified Bilingual Staff (QBS) are staff who have been appropriately assessed and who have been found to possess appropriate skills in a language other than English. They are different from certified healthcare interpreters as they can only use their language skills in direct conversations with patient families and cannot interpret for other providers on the team. QBS can provide language concordant care, which is tied to higher levels of patient/family satisfaction, and may reduce the time patient family interactions require. To incentivize and reward staff that bring this skill set, consider providing financial compensation to staff for this additional qualification. To learn more about QBS, [click here](#).
3. **ENSURE STRONG POLICIES:** Hospitals should develop stronger policies that limit the use of alternative interpretation (unqualified interpreters, family members, google translate, etc) in order to ensure appropriate and quality interpretation. While phone and video interpreters are considered qualified interpreters, unqualified interpreters may actually increase the time required for each patient interaction as poor quality interpretation may cause confusion, require repetition, family dissatisfaction, or inhibit patient family comprehension causing misunderstandings and future delays. It may be appropriate to monitor activities to ensure adherence if hospitals are experiencing frequent use of alternative interpretation.
4. **OFFER REWARDS:** To help reduce use of alternative interpretation, consider rewarding staff that frequently use an interpreter in order to foster the habit of calling for an interpreter. Rewards might be as simple as a free coffee from a local coffee shop if they call for an interpreter at least 10x a month or whatever rate may be appropriate for your population. Interpreter Services staff might be able to nominate "language access allies" or "language champions" in the unit and write their name on an information board in the unit, give them a shout out in a patient safety newsletter, or congratulate them with a small chocolate bar.
5. **UTILIZE PHONE/VIDEO INTERPRETERS:** Phone and video interpreters are not the gold standard of care since they cannot access patient chart information or provide continuity of care. However, they do provide a fast path to accurate communication as long as they are empowered to be communication partners and provided with critical patient information such as the context of the situation, location and communication goal.
6. **CONSIDER DEVICE LOCATION:** Consider a designated spot in the unit for all interpretation tablets to ensure they are always charged and staff are familiar with their location. Securing the tablet to an IV stand, or purchasing devices like the one [shown here](#), can provide a more mobile and visible option. This also provides stability for the interpreter behind the camera (device movements can make the interpreter dizzy!) and a consistent view of hand movement for individuals using American Sign Language. Alternatively, if sufficient interpreter tablets are in the unit, leaving the tablets by the bedside of a patient whose family members require interpretation may also reduce the time it takes to locate the device and begin a conversation.
7. **BE COGNIZANT OF BODY LANGUAGE:** Be cognizant of body language that might communicate to family members that they are a burden or that communicating with them is taking too much time.

SECONDARY DRIVERS

"We don't have enough time."

CHANGE IDEAS

1. Offer educational videos
2. Seek Qualified Bilingual Staff (QBS)
3. Ensure strong policies
4. Offer rewards
5. Utilize phone/video interpreters
6. Consider device location
7. Be cognizant of body language

SECONDARY DRIVERS

“Interpretation is optional.”

CHANGE IDEAS

- 8. Ensure quality
- 9. Engage leadership
- 10. Include interpreters in family-centered rounds
- 11. Train staff
- 12. Brief/debrief
- 13. Consider power dynamics
- 14. Post reminders
- 15. Utilize teach back

SECONDARY DRIVERS

“Interpreters aren’t really part of the team.”

CHANGE IDEAS

- 16. Modify curricula
- 17. Designate NICU-specific interpreters
- 18. Shift the culture
- 19. Nominate language champions

PRIMARY DRIVERS

Lack of family supports

SECONDARY DRIVERS

Lack of physical supports

Lack of emotional supports

CHANGE IDEAS

- 20. Complete a family assessment
- 21. Provide financial support
- 22. Provide food support
- 23. Provide lodging support
- 24. Enable photos/videos
- 25. Ensure strong WIFI
- 26. Provide non-verbal touchpoints
- 27. Offer childcare
- 28. Establish a peer support group
- 29. Build community for families with NELP
- 30. Find sponsors
- 31. Consider cultural preferences
- 32. Shift mindsets

SECONDARY DRIVERS

Lack of physical supports

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- 20. Complete a family assessment
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SECONDARY DRIVERS

Lack of emotional supports

CHANGE IDEAS

- 28. Establish a peer support group
- 29. Build community for families with NELP
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- 32. Shift mindsets

Community Supports for NICU Families with a Non-English Language of Preference (NELP)

Hand to Hold Organization - <https://handtohold.org/nicu-family-support/hand-to-hold-en-espanol/>

- Free access to virtual support groups, virtual mental health therapy, parent mentors, and private Facebook group

Nursing Mother's Council - <https://www.nursingmothers.org>

- Free breastfeeding support by phone, text, email, or video chat

Supporting Mamas - <https://supportingmamas.org>

- Free information and support for families experience perinatal depression or anxiety in Northern California

GLO Preemies - <https://www.glopreemies.org>

- Free resources and support for low-income African American NICU families nationwide

There with Care Organization (Bay Area) - <https://bayarea.therewithcare.org>

- Provides a range of free resources to address the financial, physical and emotional stresses families with a critically ill child

Mighty Little Giants - <https://mightylittlegiants.org>

- Provides access to family support groups, food assistance and transportation support; primarily in southern California

Project Sweet Peas - <https://www.projectsweetpeas.com>

- Provides access to private Facebook support group, remembrance care packages, and financial assistance to cover meals/gas expenses

Miracle Babies (San Diego) - <https://www.miraclebabies.org>

- Provides access to parental support groups, maternal mental health support groups, transportation services, diapers, and care packages to Southern California families

Alliance for Black NICU Families - <https://blacknicufamilies.org>

- Partners with NICU-related organizations to provide African American NICU mothers with breast pumps

NEC Society - <https://necsociety.org>

- Offers educational resources to families with an infant diagnosed with NEC, including bereaved families

Ronald McDonald House Charities - <https://rmhc.org>

- Provides temporary lodging for families traveling long distances for their child's medical care (only at specific locations)

Postpartum Support International - <https://www.postpartum.net>

- Free access to virtual support groups, medical professionals, and multi-language educational resources on perinatal mood and anxiety disorders

Caiden's Hope - <https://www.caidenshope.org>

- Provides families with financial support to cover expenses related to transportation, parking, airfare, lodging and meals; Social Worker must contact on families' behalf

ANNEX A: How Can Each Member or the NICU Team Reduce Disparities in Outcomes for NICU Families with a Non-English Language of Preference (NELP)?

Below we present each change idea by healthcare role so that each NICU team member can clearly see how they might care for patient families with a NELP to ensure they have the most supportive experience. The numbers to the right of the change idea correspond to the numbered list included as part of the driver diagram on page one of this mini-toolkit. Detailed descriptions of each of these change ideas are presented in annexes B-H.

Nurse	Advanced Care Practitioner/Physician	Support Specialties (Lactation, Speech, OT, etc.)	Social Work	Administration/ Management	Interpreter Services
<ul style="list-style-type: none"> • Offer educational videos (#1) • Seek Qualified Bilingual Staff (QBS) (#2) • Utilize phone/video interpreters (#5) • Be cognizant of body language (#7) • Ensure quality (#8) • Include interpreters in family-centered rounds (#10) • Brief/debrief (#12) • Consider power dynamics (#13) • Utilize teach back (#15) • Shift the culture (#18) • Provide non-verbal touchpoints (#26) • Build community for families with NELP (#29) • Shift mindsets (#32) 	<ul style="list-style-type: none"> • Seek Qualified Bilingual Staff (QBS) (#2) • Utilize phone/video interpreters (#5) • Be cognizant of body language (#7) • Ensure quality (#8) • Include interpreters in family-centered rounds (#10) • Brief/debrief (#12) • Consider power dynamics (#13) • Utilize teach back (#15) • Shift the culture (#18) • Provide non-verbal touchpoints (#26) • Build community for families with NELP (#29) • Shift mindsets (#32) 	<ul style="list-style-type: none"> • Seek Qualified Bilingual Staff (QBS) (#2) • Utilize phone/video interpreters (#5) • Be cognizant of body language (#7) • Ensure quality (#8) • Include interpreters in family-centered rounds (#10) • Brief/debrief (#12) • Consider power dynamics (#13) • Utilize teach back (#15) • Shift the culture (#18) • Provide non-verbal touchpoints (#26) • Build community for families with NELP (#29) • Shift mindsets (#32) 	<ul style="list-style-type: none"> • Seek Qualified Bilingual Staff (QBS) (#2) • Utilize phone/video interpreters (#5) • Be cognizant of body language (#7) • Ensure quality (#8) • Include interpreters in family-centered rounds (#10) • Brief/debrief (#12) • Consider power dynamics (#13) • Utilize teach back (#15) • Shift the culture (#18) • Build community for families with NELP (#29) • Shift mindsets (#32) • Complete a family assessment (#20) • Provide financial support (#21) • Provide food support (#22) • Provide lodging support (#23) • Offer childcare (#27) • Establish a peer support group (#28) • Find sponsors (#30) • Consider cultural preferences (#31) 	<ul style="list-style-type: none"> • Offer educational videos (#1) • Seek Qualified Bilingual Staff (QBS) (#2) • Ensure strong policies (#3) • Offer rewards (#4) • Consider device location (#6) • Engage leadership (#9) • Include interpreters in family-centered rounds (#10) • Train staff (#11) • Brief/debrief (#12) • Consider power dynamics (#13) • Designate NICU-specific interpreters (#17) • Shift the culture (#18) • Nominate language champions (#19) • Ensure strong WIFI (#25) • Provide financial support (#21) • Provide food support (#22) • Provide lodging support (#23) • Enable photos/videos (#24) • Ensure strong WIFI (#25) 	<ul style="list-style-type: none"> • Seek Qualified Bilingual Staff (QBS) (#2) • Ensure strong policies (#3) • Offer rewards (#4) • Consider device location (#6) • Engage leadership (#9) • Include interpreters in family-centered rounds (#10) • Train staff (#11) • Brief/debrief (#12) • Consider power dynamics (#13) • Designate NICU-specific interpreters (#17) • Shift the culture (#18) • Nominate language champions (#19) • Ensure strong WIFI (#25)

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Resource Bundle: NICU Families with a Non-English Language of Preference

Research shows disparities in infant outcomes for families with a non-English language of preference (NELP). The NELP Resource Bundle includes action-oriented, evidence-based, or evidence-derived change ideas that NICU team members can implement to improve outcomes for families with a non-English language of preference and advance health equity.

The NELP Resource Bundle includes:

A **mini-toolkit** of action-oriented change ideas broken out by drivers of disparities and by NICU team role (see documents to the right). The mini-toolkit references many additional tools that can be found in this resource bundle, such as:

1. Customizable NICU Family Badge Template
2. Print-and-Go NICU Family Badge Templates
3. Playlist of Spanish Language NICU Education Videos - Flyer for Families
4. Playlist of Spanish Language NICU Education Videos - Information Sheet for NICU Staff
5. Signage for Infant's Crib/Room Indicating NELP Family Status



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Resource Category:

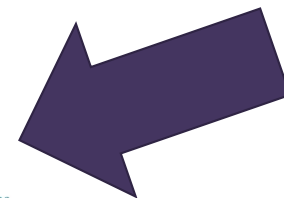
Tool

Date:

January 2023

Additional PDFs:

-  [Change Ideas for Nurses](#)
-  [Change Ideas for Advanced Care Practitioners and Physicians](#)
-  [Change Ideas for Support Specialties \(Lactation, OT, etc\)](#)
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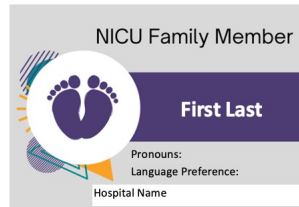
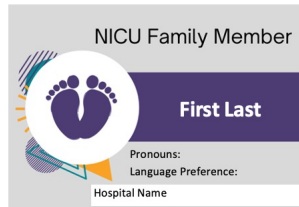
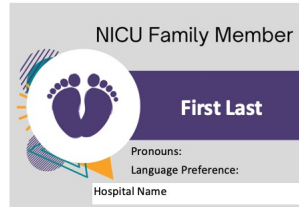
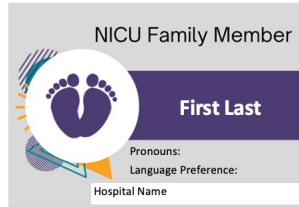
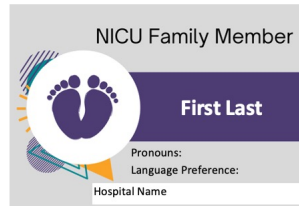
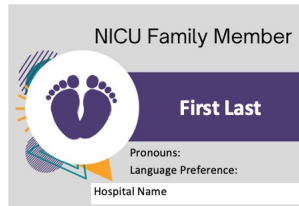
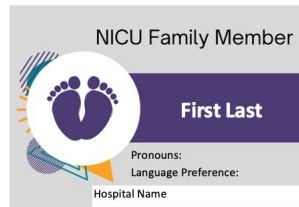
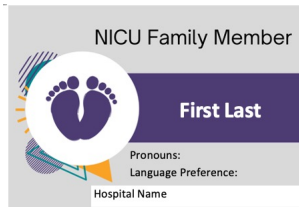
Join a QI project

Collaborate on research

Family Resources

CPQCC

Family ID Badges



Door or Crib Sign



Family Educational Videos (Spanish)- Flyers

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california perinatal
quality care collaborative

¡Escanea el código QR para ver videos sobre cómo cuidar de tu bebé en la UCIN!

Incluye videos sobre la lactancia materna, sondas de gastrostomía, contacto piel con piel y más.



Bienvenidos a la Unidad de cuidados intensivos neonatales de Children's Hospital Colorado - YouTube

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un momento estresante, pero deseamos que sepa que no está

From an accredited hospital
Learn how experts define health sources in a journal of the National Academy of Medicine

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Videos en Español para las familias ...
California Perinatal Quality Care Collaborative · 1 / 11

- 1. Bienvenidos a la Unidad de cuidados intensivos... Children's Hospital Colorado 6:26
- 2. Lactancia materna | Clínica Alemana 3:28
- 3. Nutrition For Your Baby at the Neonatal Intensive Care Unit ... RWJBarnabas Health 2:41
- 4. Nutrición de bebés prematuros: El aumento de la... Hand To Hold 4:15
- 5. Care For Baby: Spanish Boston Medical Center 7:15
- 6. Rooms and Equipment at the Neonatal Intensive Care Unit ... RWJBarnabas Health 3:58

Qué es una incubadora y para

All Hospitals Listenable Related

Meet Our Doc: Jeanne Zenge, MD, Neonatal Intensive Care... Children's Hospital Colorado 1.9K views · 4 years ago

Unidad de Cuidados Intensivos

Family Educational Videos (Spanish)- Information for Staff

Spanish Language of Preference Video Playlist

CPQCC has compiled a library of videos in Spanish to help NICU families with a Spanish language of preference in their NICU journey. Use the QR code to view the playlist and find a description of videos provided below.

INTRODUCTION TO THE NICU

"Bienvenidos a la Unidad de cuidados intensivos neonatales.."

Brief explanation on the importance of washing hands, the role of various NICU staff, and the parent's role in baby's care

FEEDING & LACTATION

"Lactancia materna"

Quick overview about the benefits of breastfeeding, how to correctly breastfeed, and the important indications of a well fed baby

"Nutrición de bebés prematuros: necesidades nutricionales y fortificación"

Information about the necessary nutritional needs of premature babies and the importance of utilizing human milk fortifiers to increase calorie intake

"Nutrición de bebés prematuros: El aumento de la producción de leche"

Focuses on the benefits of breastfeeding, the frequency of pumping, and ways to increase mother's milk production

SKIN-TO-SKIN

"Care for baby: Spanish - Boston Medical Center"

Explains the importance of skin to skin

"Una técnica sencilla para disminuir la mortalidad infantil: Kangaroo mother care"

Explains kangaroo care, the importance of partaking in kangaroo care, and encourages mother to do it often

EQUIPMENT COMMONLY USED IN THE NICU

"UCIN Cuartos y Equipos"

Briefly explains what an incubator is and the possibly alarms that may go off

"Que es una incubadora y para que sirve?"

What is an incubator and what's its purpose

"Incubadora vs cunas de calor radiante"

Explains the purpose of an incubator and radiant warmer as well as the different types of incubators

"Fototerapia en bebés"

Explains why bili lights are used and the importance of phototherapy for babies with jaundice

"VPP o Ventilacion con Presion Positiva"

Focuses on providing an overview of PPV and why it is utilized

"Sondas de gastronomia"

Answers the following questions: Why is a G-tube used? How do you take care of a G-tube and the skin surrounding it? How do you feed through a G-tube?



SCAN TO
VIEW VIDEO
PLAYLIST

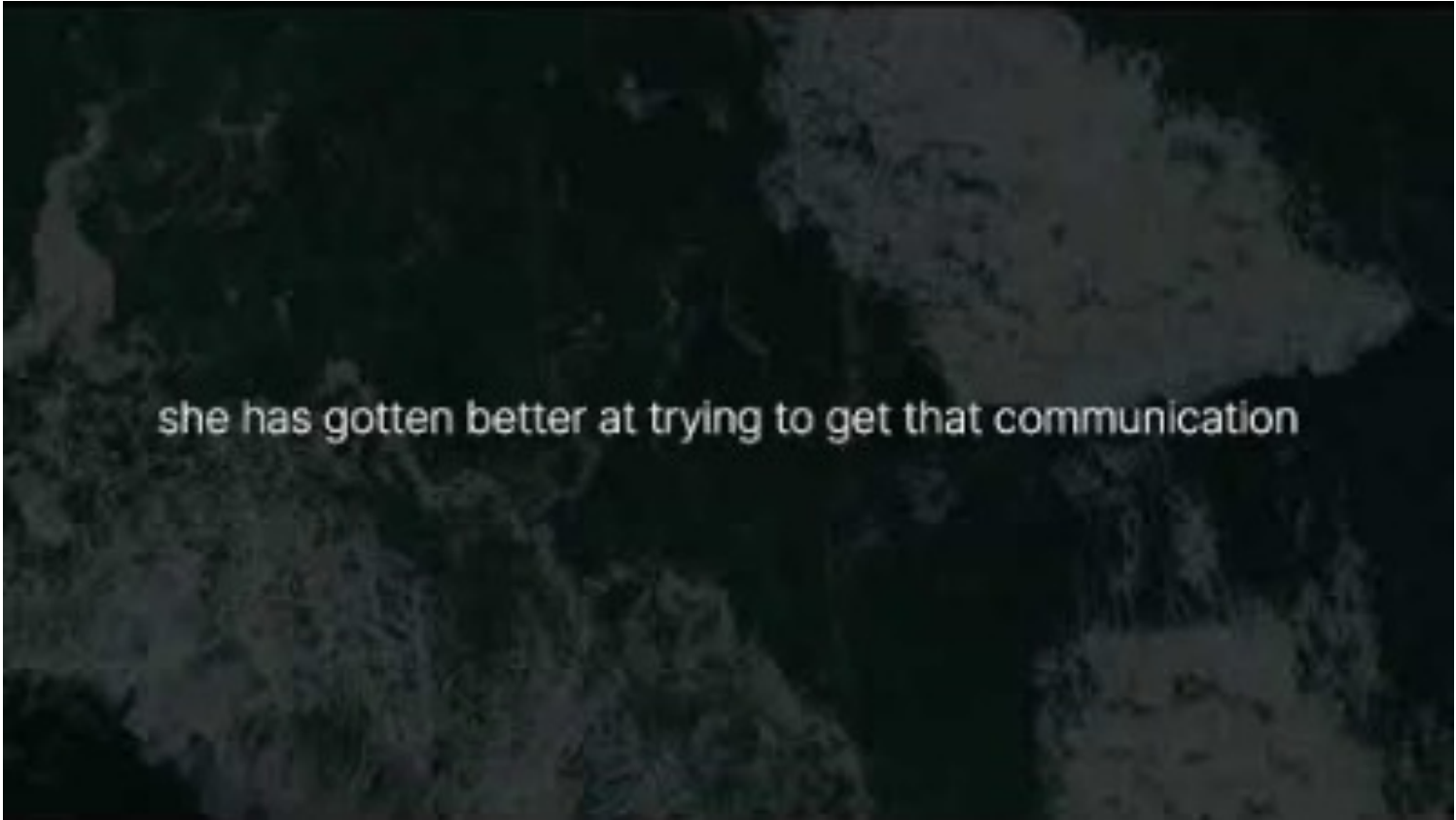
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In Their Own Words

Clips from interviews with NICU Families with a Spanish language of preference



she has gotten better at trying to get that communication

Resource Bundle

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The NELP Resource Bundle includes:

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Resource Category:

Tool

Date:

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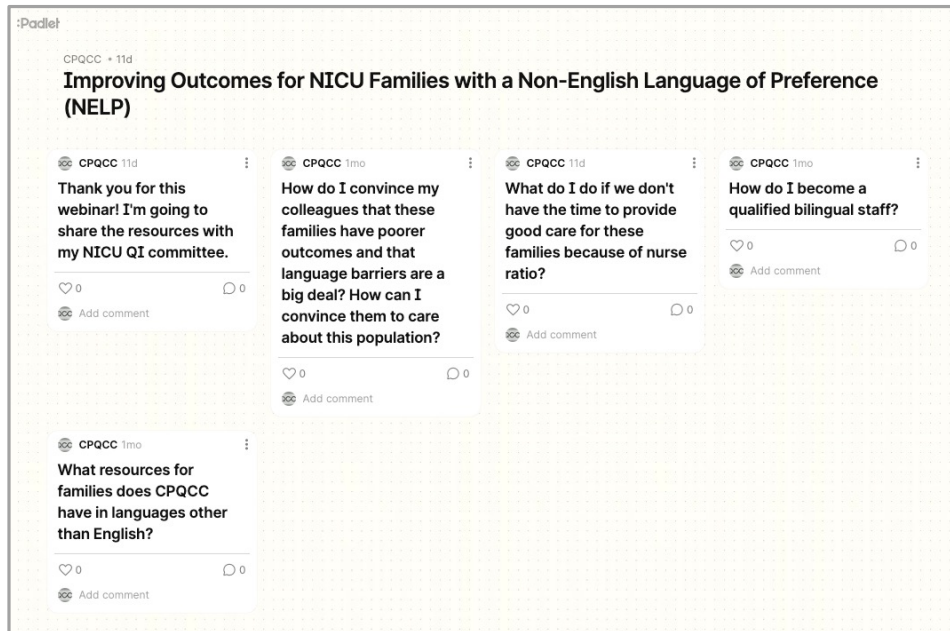
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Q & A

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Continue the Conversation

Continue the conversation around this topic using Padlet. No account or sign in needed. Just go to the link, like or post a question, or read comments from others.



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[https://padlet.com/CPQCC/
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Evaluation of Today's Session

- Please fill out an evaluation of today's session
- We'd like to hear from all of you
- **For those requesting CE credit, an evaluation is due by February 14**
- The Perinatal Advisory Council: Leadership, Advocacy and Consultation (PAC/LAC) is an approved provider by the California Board of Registered Nursing Provider CEP 5862
- Please contact Janine Bohnert (janine@cpqcc.org) regarding any questions related to the RN-CE credits, grievances, or in order to request accommodations for disabilities



Scan the QR code or click on the link provided in the chat to submit an evaluation of today's session.
Required for RN-CE credit.

Improvement Palooza 2023

Restoration & Teamwork

March 3, 2023

8am – 4pm PST

Join us for this year's
Improvement Palooza!



Scan the QR code or visit
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