

# STRONG CHILDREN'S RESEARCH CENTER

## Summer Research Scholar

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### ABSTRACT

**Title:** *Convergent Parallel Mixed Methods Analysis of G-Tube and Tracheostomy QI Teams as Part of the URMIC Pursuing Excellence Initiative.*

#### **Background:**

Quality improvement (QI) teams serve an essential role in improving and standardizing clinical care. At the Golisano Children's Hospital, the Pursuing Excellence Initiative (PEI) has formed QI teams with representation from residents and multiple members of the patient care team. Of interest are two key programs, the PEEPS and GIRAFFE programs. A vital characteristic of both programs is the representation of family partners to improve QI efforts.

#### **Objective:**

A convergent parallel mixed methods analysis of these teams was performed to determine the successes of PEI programs in meeting quality improvement goals. In this mixed methods analysis, both qualitative and quantitative data were analyzed. This study aims to determine the effect of PEI program efforts by analyzing Emergency Room admission data while using qualitative survey data to identify components of a successful PEI effort. By showing the quantitative effect of PEI programs on patient care and sharing team perceptions on the makeup of a successful parent buddy program, other hospital systems can use this information to implement similar programs.

#### **Results:**

In a qualitative analysis of a survey of PEI team members from the PEEPS/GIRAFFE programs, three key themes were identified. Firstly, creating teams with diverse backgrounds and a flat hierarchy system were critical to ensuring multiple perspectives were shared to improve patient care. The second identified theme was the importance of growing the role of the family partners in team leadership and leveraging insight to monitor success further. Finally, the programs successfully facilitated empathy and understanding of the role of the caregiver as a result of family involvement through PEI programs.

#### **Conclusion:**

The success of the PEI teams' parent buddy programs is demonstrated through the significant improvement in ED admissions for patients with G-tubes and tracheostomies. The components of success in these programs are the emphasis on diversity of the team's professional backgrounds and the unique role of the family partners in shaping the program, allowing providers to cultivate greater empathy and understanding for patients and their families. Future directions for this project include improving staff knowledge about the programs, further developing leadership roles for the family partners, and providing more resources to support similar programs in other areas of need.