

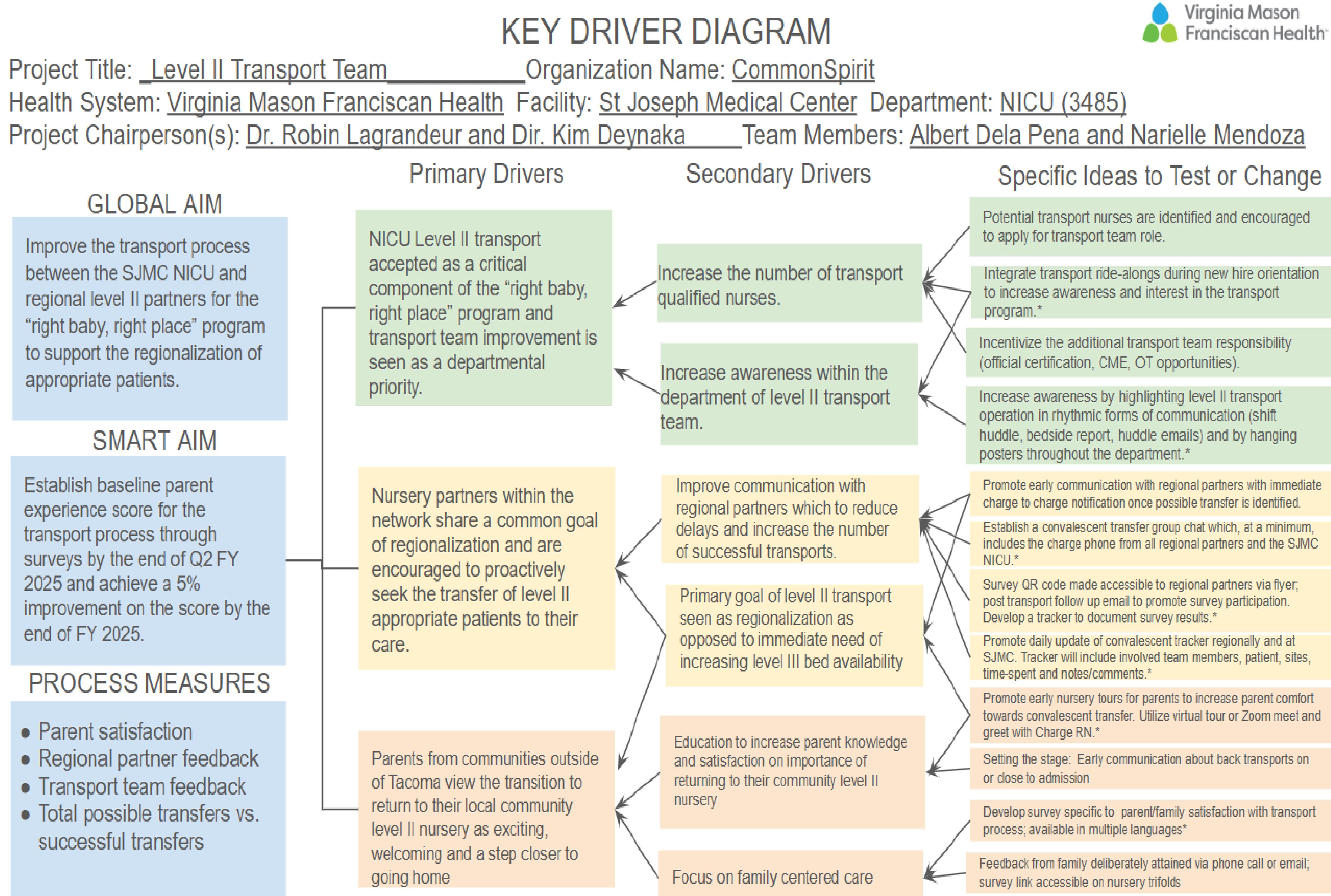
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Abstract:

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Right Baby Right Place and *Level 2 Transport* are Quality Improvement Projects at St. Joseph Medical Center's NICU, involving student interns, NICU nurses, neonatologists, and UW Medicine faculty. *Right Baby Right Place* focused on improving the transfer of convalescent infants to regional Level 2 nurseries by evaluating transfer and return rates, identifying barriers, and optimizing placement to ensure appropriate care. *Level 2 Transport* aims to develop metrics—such as surveys and data trackers—to assess and improve the effectiveness of a new neonatal transport team. Interns contributed by creating a parent satisfaction survey, a convalescent progress tracker, and a Key Driver Diagram outlining goals and actionable changes. These efforts supported improved communication, increased staff participation, better tracking of infant outcomes, and enhanced family satisfaction. Early progress included successful recruitment of transport team members, improved communication between charge nurses, and development of tools to support family education and smoother discharges. While still in progress, these projects aim to ensure infants receive efficient, appropriate care and that hospital resources were used effectively through data-driven improvements.

Methods: The QI projects are formed from the Key Driver Diagram. This serves as the “roadmap” to change from the general goal, then primary and secondary drivers, and changes to make.



Results:

Scan here for Sample Tracker NICU Transport Satisfaction Tracker 2025.



Scan here for Satisfaction Survey for the Right Baby, Right Place Program.



- Advertised for 2-night shift nurses to apply for a transport team role, interviewed interested candidates, and have selected 2.
- Early communication between charge nurses is actively being worked on.
- A group chat is in discussion for possibly being used but has not been implemented.
- A script is being developed to help promote early communication about convalescent transfer with the families.
- Family survey is being worked on.

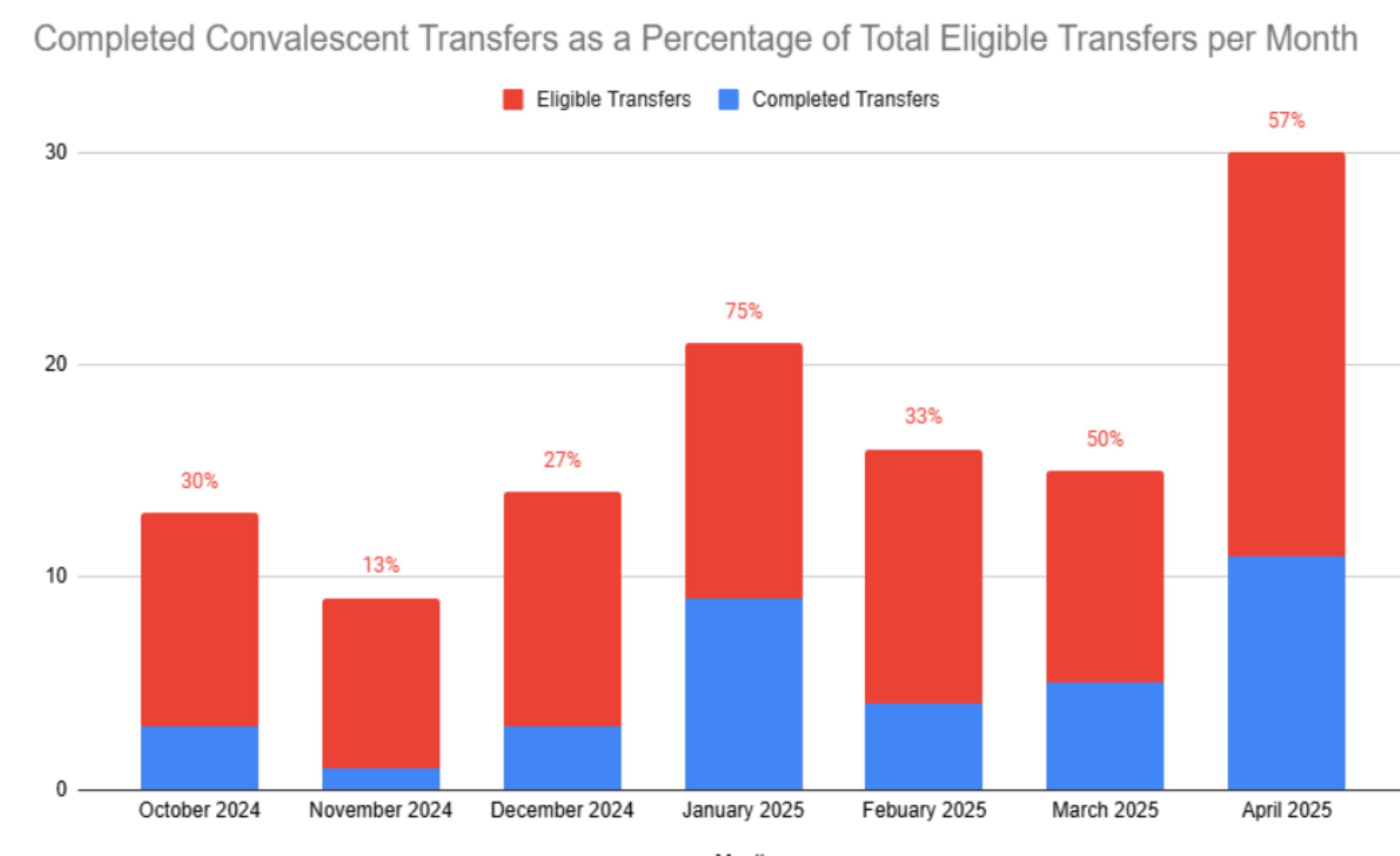


Fig 1: Bar chart comparing 2024 and 2025 transfers. Overall increase in the percentage of completed transfers out of total eligible transfers from October 2024 to April 2025.

Discussion and Conclusion:

- This QI project is ongoing and seeks to continue to work toward improving transport process and developing methods to test or change to better support infants for an efficient and effective care process.
- It is anticipated that data and test of change will improve throughout the year 2025 so that for upcoming years these methods serve as the foundation to help future infants and improve on the NICU clinical experience.

Future Research: Milk Technician role at St. Joseph NICU, focus on necrotizing enterocolitis risk reduction via a quality improvement project.

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