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Right Baby Right Place and Level II Transport Team at St. Joseph Neonatal Intensive Care Unit

Right Baby Right Place and Level 2 Transport are Quality Improvement Projects at St. Joseph Medical Center's NICU, involving student interns and UW Medicine faculty. Right Baby Right Place focuses 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. The QI projects supported how to improve the transport process between the SJMC NICU and regional level II partners for the "right baby, right place" program to support the regionalization of appropriate patients. Some issues included the inefficient or inappropriate placement of infants, delayed or ineffective transport, lack of standardized processes, miscommunication, and challenges in collecting and analyzing data related to infant placement and transport. Interns contributed by creating a parent satisfaction survey, a convalescent progress tracker, and a Key Driver Diagram outlining goals and actionable changes. Early progress includes successful recruitment of transport team members, improved communication between charge nurses, and the development of tools to support family education and smoother discharges. These efforts support improved communication, increased staff participation, better tracking of infant outcomes, and enhanced family satisfaction. While still in progress, these projects aim to ensure infants receive efficient, appropriate care and that hospital resources are used effectively through data-driven improvements. For future, data and ideas to test or 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.