

WOMEN'S SERVICES OPERATIONAL IMPROVEMENTS

A Community Hospital in the Southeast



Case Study: Women's Services Operational Improvements

A community hospital in the Southeast engaged Soyring Consulting to perform a Women's Services operation assessment and implementation.

Key Opportunities

- Transform model of care
- Staff development
- Increase breast feeding rates
- Update policies to reflect current evidence based practice
- Educate staff on fetal monitoring interpretation and standardized fetal monitoring terminology
- Decrease hearing screening referral rates

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Soyring Solutions

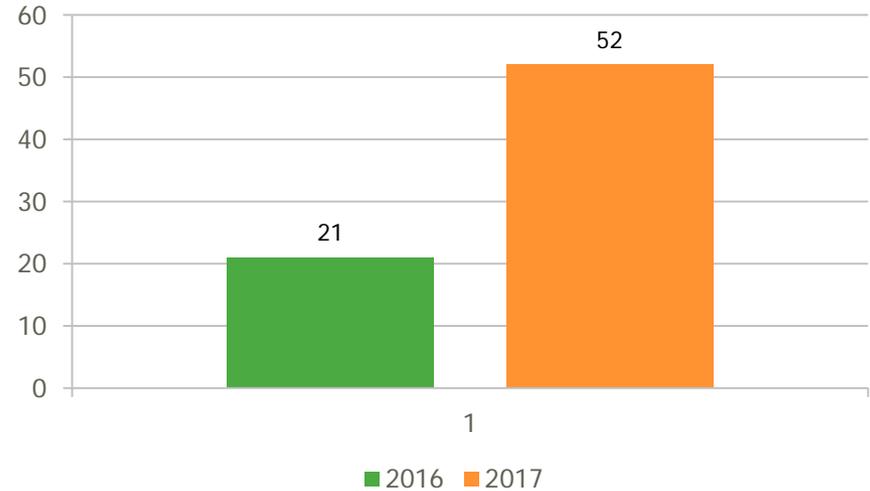
- Implement couplet care and base assignments on recommended AWHONN staffing guidelines
- Provide educational opportunities such as emergency drills
- Increase the number of Certified Lactation Counselors, and implement skin-to-skin in PACU
- Update policies utilizing MCN Healthcare templates which reflect accreditation and regulatory requirements and evidenced based practice
- Provide AWHONN Fetal Monitoring for all labor and delivery staff
- Establish in house hearing screening program

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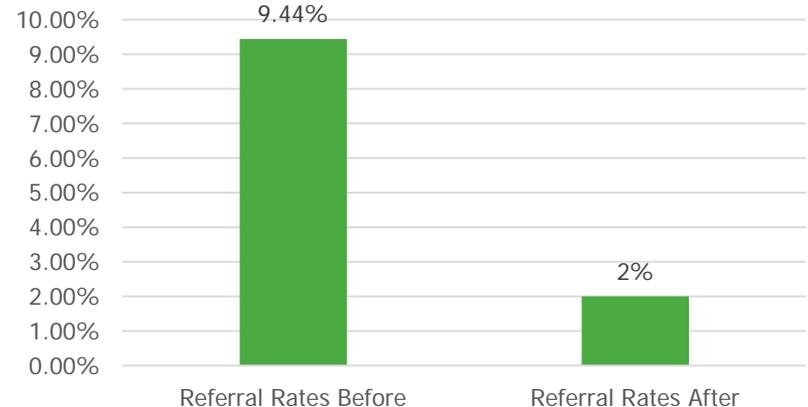
Project Results

- Cross trained 100% of staff to provide couplet care
- Establish quarterly emergency drills
- Increased exclusive breast feeding rates from 29% to 52%
- Updated policies to reflect current evidenced based practice
- Increased number of staff having AWHONN fetal monitoring from 11% to 100%
- Decreased hearing screening referral rate from 9.44% to 2% which is within the recommended guidelines

Exclusive Breast Feeding Rates



Newborn Hearing Screening Referrals



About Soyring Consulting

Soyring Consulting, acquired by Press Ganey in 2017, provides clinical and managerial consulting services to healthcare facilities of all sizes, including For-profit, Not-for-profit, Community, University, and Faith-based facilities and systems. Our team has worked in more than 35 states across the United States in all departments, including emergency, critical care, surgical services, sterile processing, nursing/clinical units, diagnostic, and support areas. Our hospital-wide projects focus on strategy, productivity, and facility design. By combining our experience, proven knowledge, and time-tested skills, we work with your team to create targeted opportunities, along with the plan and achievable goals to reach them. For more information, visit www.soyringconsulting.com or call our corporate office at (727) 822-8774 to speak with a representative of our leadership team.

