

Abstract Title: HUGS & KISSES Infant Security Enhancement: Adding Another Layer to Infant Safety and Security

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Purpose & Rationale

With Greenwich Hospital's commitment to "safest hospital" directives, the Women and Children's Department at Greenwich Hospital implemented the Kisses Program as an enhancement to the Hugs infant security system. The purpose in implementation of the system is to provide an additional level of patient identification and security to the staff's practice when uniting mother and infant in the Maternity unit. The Kisses system also actively involves the mother in the infant identification process.

Research Questions:

1. Outline the change in process for implementation of the Kisses infant security feature.
2. Explore change in level of patient satisfaction regarding 'Safety/Security Felt in Hospital' and staff feedback after implementation of the system

Synthesis of Review of Literature:

Use of safety procedures for confirmation of patient identification is recommended by 2015 Hospital National Patient Safety Goal: NPSG.01.01.01 Identify patients correctly.

Methods/Procedures:

Implementation of Kisses infant security feature was completed utilizing PDSA process. A multidisciplinary team of nursing leadership, staff clinicians, educators, and Safety and Security representatives was formed. Staff was educated on the features of the system, process for application, and bonding of the mother's Kisses security bracelet to the infant's Hugs security tag. Once the tag bonding process is complete, the Kisses feature supports the nurse with the infant/mother identification process by emitting a brief audible lullaby when the mother's tag is within 12 inches of her infant. The system is used until discharge. We also evaluated the program's benefits, perceptions and obtained feedback from patients and staff.

Results:

Press-Ganey patient satisfaction survey results for perception of 'Safety/Security Felt in Hospital' increased with implementation of the KISSES security system.

Discussion/Application to Practice:

The HUGS & KISSES security enhancement system was implemented in January 2015. Survey results for Press Ganey question "Perception of 'Safety/Security Felt in Hospital' increased from pre-implementation 1st Q FY 2015 score of 96.6 to subsequent quarter scores of 97.4 and 98.3. Staff feedback and comments were positive for the added features that can assist in preventing an

identification mismatch. This system is an added safety workflow to the primary process of matching mother and infant by the identification bands.

Lessons learned:

- Multiple meetings of the team were needed to accomplish the project goals.
- Storage space for the KISSES tag and bracelets was created.
- A process was developed to track and replace the HUGS and KISSES tags.

Greenwich Hospital is pleased with the implementation of the Kisses feature to the Hugs infant security system (Stanley Corporation). In January 2015, Greenwich Hospital was the first hospital in the state of Connecticut to install the system and is a resource to other organizations interested in implementing the security system enhancement.