

Conscious of the unconscious

Video reflexive ethnography at the NICU

Problem

What: Healthcare and technology create complex working conditions

Necessity: Adjustment to these working conditions to maintain high quality healthcare

Intervention

What: Video-reflexive ethnography (VRE) explores clinical situations through reflection on short video recordings of real-life interventions

Why: Implicit or hidden strengths are exposed, discussed and appointed explicitly in order to optimise practice (i.e. exnovation)



Study setting

When: Between September 2020 and August 2022

Where: Neonatal Intensive Care Unit (NICU) of the Antwerp University Hospital (UZA)

Who: NICU-nurses, senior medical staff members, doctors-specialists in training and student nurses



Strategy for Change

Aim: Learning from each other's and one own good practice

What: Filming first care after birth & daily neonatal care

How: 5 fixed cameras in resuscitation room & hand-held cameras on the ward

Video reflection sessions:

- 5 different safe topics
- 4-8 healthcare professionals per session, 2-6 sessions/topic, 65 unique participants
- Moderated by researchers & member of local staff

Dissemination of learnings: Posters & report

Method: Measurement of improvement

10 interviews, informal talks, 1 focus group

Thematic analysis

The 'ordinary' day-to-day practice is put in the spotlight, making nuances in the provision of care 'extraordinary'

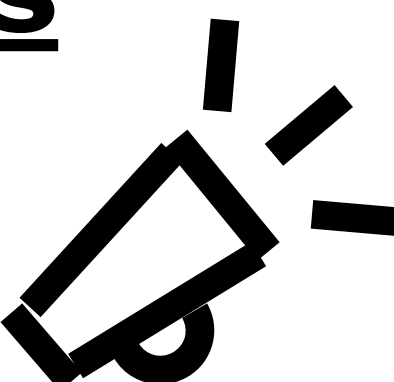
Results: Effect of changes

Learning effects created by:

- Looking at images of oneself
- Looking at images of others
- Reflecting with each other on practice with the help of images

Care providers are more aware of their own actions

Best fit resulted in behaviour change based on context



Lessons Learned

Exnovation is important to create a safe environment

Support of the department heads is crucial

Open-minded facilitator with knowledge of exnovation

- KdG University of applied science and arts: Katja De Grande, Evelien Raman, Kathleen Van Royen
- Antwerp University Hospital: Antonius Mulder, Henry Blom, Elke Moens
- Maastricht University: Jessica Mesman

