

*No. 1 choice
of hospitals
& mothers*

Medela Success Story

Josefinum gynaecological hospital, Germany

General information about the hospital

The Josefinum hospital for children, adolescents and women is situated in Augsburg and with its 378 beds and approximately 2500 births per year is within the 15 largest maternity hospitals in Germany. Moreover, the obstetrics department and the neonatal intensive care unit (NICU) form a centre for the highest level of care. The unit cares for an average of 500 intensive and special care babies per year, both in the NICU and in the newborn maternity ward. The Josefinum additionally provides space in the NICU for approximately 40 very low birth weight (VLBW) infants (< 1500 g). It is the hospital's philosophy to motivate mothers to breastfeed their babies and to teach them correct positioning and latching on. If a mother is not able to breastfeed, the hospital supports her to express her breastmilk and feed it to her baby. This allows a maximum of babies to benefit from the goodness from their own mothers' milk. To optimize the hospital processes it was necessary to assess and revise the current practice around pumping and collecting. Medela, a leading expert in breastfeeding products, was consulted and worked with the unit to help maximise the processes. The clinic has worked successfully with Medela, a leading expert in this area.

Status Quo

Over the last few years the Josefinum hospital used Medela reusable pump sets in combination with glass bottles. Most of the time this solution worked fine, nevertheless this was also cause for discussions.

- I **Time** – The cleaning process was very complex and led to less time to take care of mother and baby. The hospital calculated, for the sterilization process, a total of 3 hours for every machine filled: 1 h 20 min cleaning, 10 min sorting components, 1 h 30 min packaging and subsequent sterilisation.
- I **Mothers' complaints** – Mothers criticised the sometimes yellowish discoloration of the breastshields. Sometimes, also the shortage of personal pump sets caused further criticism.

Fast Facts

- I Release Date: May 2011
- I Medela products:
Symphony breastpumps,
One-Day Pump Sets,
80 ml disposable bottles,
SpecialNeeds Feeder,
PersonalFit breastshields.

Leader Medela

As a leading partner in breastfeeding solutions for hospital grade products, Medela has cared for the wellbeing of babies for 50 years. Over 30 years of evidence based research is incorporated in these products. No matter what challenge arises – Medela offers a solution based on research, know how, innovation and professionalism.



- I **Bottleneck in the availability of pump sets** – Mothers were given one or two freshly cleaned sets for each pumping session. Bottlenecks in the delivery of the pump sets occurred, the sets had to be constantly cleaned in order to avoid shortages and unrest in the daily routine.
- I **Costs** – The existing sterilisation facility no longer met the requirements. The only way to resolve this would have been to create additional capacity in the sterilisation department. The cost potential – energy, labour, transportation, materials, etc. – would have been far too high.
- I **Hygiene** – The used pump sets have been cleaned in the women's clinic in the vaporiser which was not the desired standard of hygiene by the hygienist.

The Josefinum turned to Medela in order to jointly improve the situation with its professional partner.

Requirements towards Medela

The aim of the initiated project was to improve hospital processes. The nursing staff should be unburdened, in order to have more time available to care for mothers and newborns. Additionally, the hospital had the need to hand out a personal, optically perfect pump set for each mother. To avoid bottlenecks, sufficient pump sets should be available at all times. Overall the Josefinum was keen to reduce costs and increase the standard of hygiene.

The implementation

Prior to this project Medela and the Josefinum already worked closely together. Taking into account the requirements the clinic had, Medela suggested trying Ready-to-Use products. As a result, the nursing management and working group «Breastfeeding Support» reviewed and discussed potential solutions over a period of three years. Additionally, two test phases in the maternity unit and children's hospital were carried out and this encouraged all participants to introduce the Ready-to-Use products as the new solution.

The new One-Day Pump Sets were well received on the gynaecological, obstetric and neonatal units and immediately accepted and understood by all involved departments – as well as mothers and hospital staff:

- I Each mother receives a pump set for a maximum of 8 pumping sessions within 24 hours. During this period she is responsible for its cleaning and storing. Women who give birth by caesarean section and thus, are less mobile, are of course supported by the nursing staff. After cleaning the pump set components which come in contact with breastmilk, the breast-shield, connector and tubing are stored in a small cloth bag which is provided by the hospital. These bags are replaced together with the pump sets after 24 hours.
- I In order to meet the hygiene standards the Josefinum installed, additionally to the new products, a water filter to prevent possible germ formation. This way, mothers can wash their pump sets safely.
- I One-Day Pump Sets are used as one-time pump sets around VLBW infants or mothers and babies with infections to ensure the highest possible standard of hygiene.
- I The sterilisation- / disinfection-process is no longer needed for the pump sets and thus, reduces acquisition and maintenance costs and saves additional work – e.g. the obligation of documentation for many years.

The result

Bettina Beyer-Lichtblau, deputy nurse manager, concluded: «Since the introduction of the One-Day Pump Sets things are much quieter for me! The hospital staff used to complain about the lack of available pump sets, so now the ward staff and the hospital's hygiene department are happy. Moreover, the support from Medela is very good – it's a very pleasant and trusting relationship!»



One-Day Pump Set



80 ml Disposable Bottle



Symphony Breastpump

Conclusion

The long-time cooperation between Medela and the Josefinum in Augsburg testifies to the trust and high satisfaction of the hospital. The quality of Medela products was praised, as was the manner in which Medela provided assistance to solve arising problems. With Medela's support the following improvements were achieved:

- I More time for staff to spend with patients
- I Contentment among the staff
- I Simplification of hospital processes
- I Mothers receive a new pump set every time
- I Sufficient pump sets available, even during busy periods
- I Increase in hygiene – highest level achieved
- I Elimination of the time-cost-, and energy-intensive sterilisation process
- I Reduction in cost

Medela as well as the Josefinum will continue their efforts to maintain standard of care and hygiene for mothers and hospital staff at the highest level. Medela will continue to support the clinic through training, in which current knowledge is passed down from the professional world, by sharing practical tips from everyday life of other hospitals and by sampling and offering trials. Continuous improvements characterise this long-standing, good relationship.