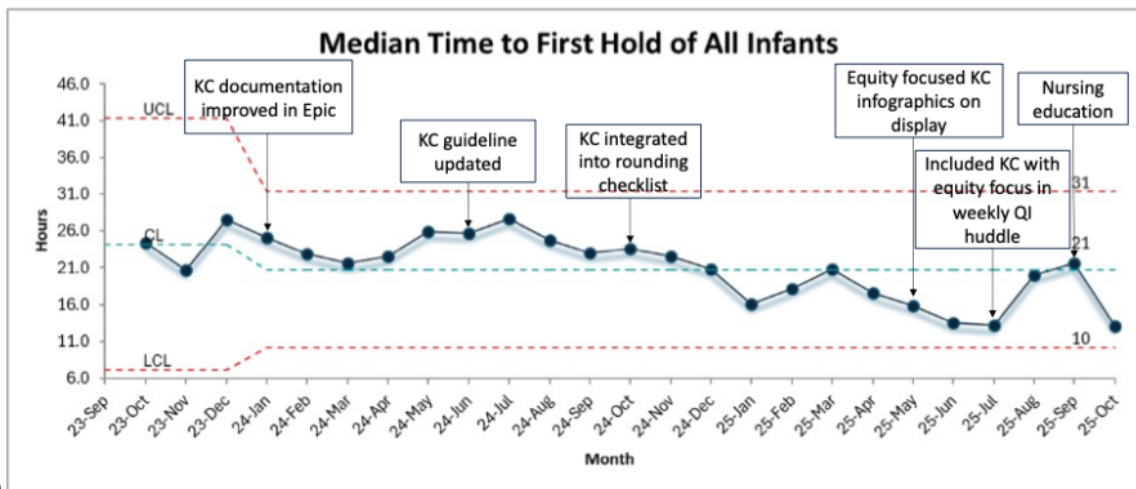
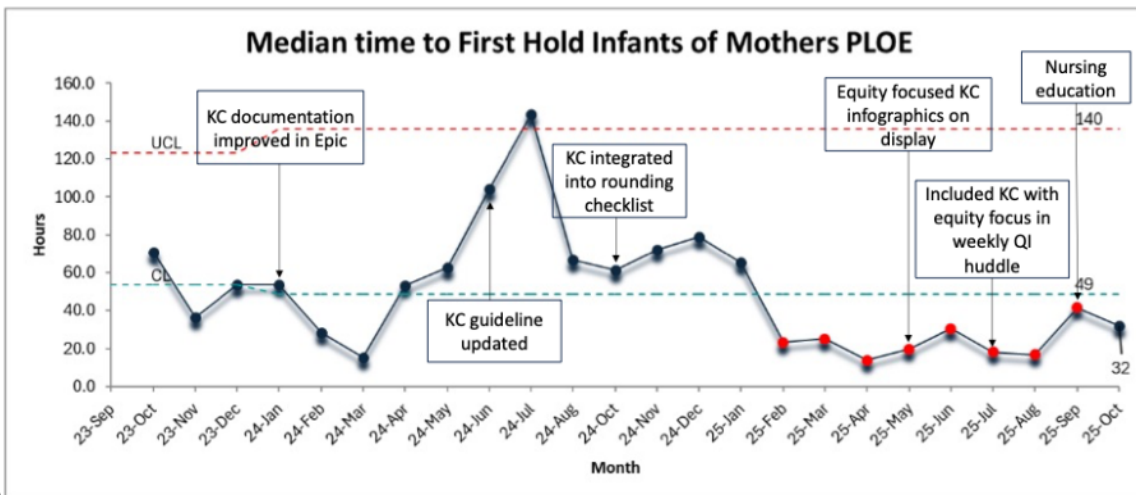


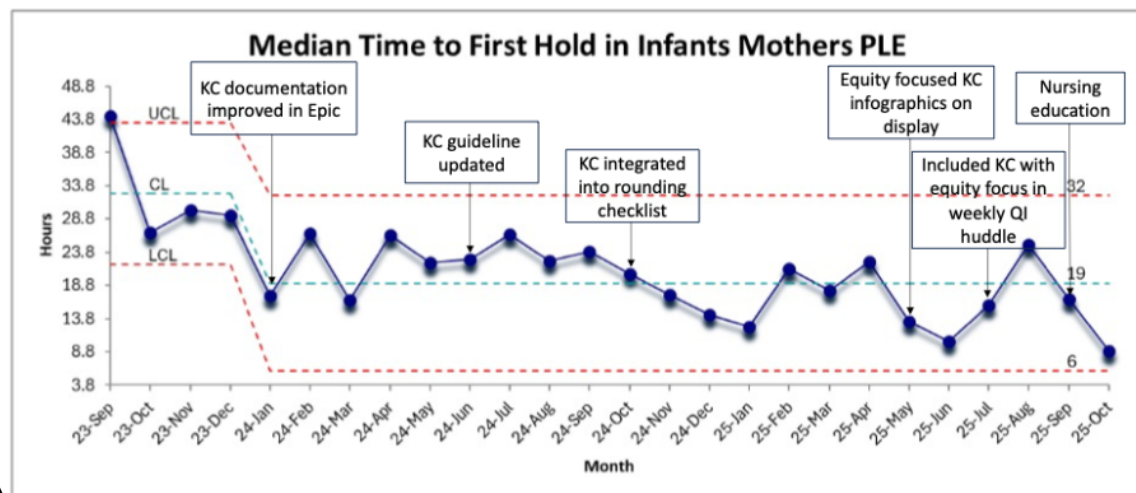
**Figure 2.** Control charts for median time to first hold



A)



B)



C)

**Control charts of median time to first KC.** QI study from Sept 2023 to Oct 2025. Process change occurred in January 2024 with a change of KC documentation. PDSA cycles: 1) improving KC documentation in the EMR, 2) updating KC guidelines, 3) integrating KC into a rounding checklist, 4) displaying equity-focused KC infographics in the NICU, 5) weekly equity-focused KC messaging in QI huddles, and 6) nursing education on disparities in KC. **A) All admitted patients:** Median time to first hold for all infants (n=1139) was 21 hours. Upper confidence limit (UCL) 31 hours and lower confidence limit (LCL) 10 hours. **B) Patients of mothers with preferred language other than English (PLOE):** Special cause variation identified with 8 data points under the median, therefore in Oct of 2025, the median time to first hold for infants of mothers with PLOE (n=103) significantly decreased from 49 to 32 hours. Upper confidence limit (UCL) 140 hours and lower confidence limit (LCL) 0 hours. **C) Patients of mothers with preferred language English (PLE):** Median time to first hold for infants of mothers with PLE (n=1032) was 19 hours. Upper confidence limit (UCL) 32 hours and lower confidence limit (LCL) 6 hours.