

**The following are FAQs for navigating the collaborative listservs.**

**What’s the benefit of subscription to the collaborative listservs?**

As a member of the collaborative center(s), a virtual “community of practice” listserv is an important modality for cross pollination. The NICQ Next 2 project has multiple listservs that include a general listserv ([NICQNEXT2@list.uvm.edu](mailto:NICQNEXT2@list.uvm.edu)) as well as separate listservs for each homeroom. Contact Denise Zayack [dzayack@vtoxford.org](mailto:dzayack@vtoxford.org) for NICQ Next 2 access.

The iNICQ collaborative has one listserv for Choosing Antibiotics Wisely, and another continuing listserv for centers participating in the Neonatal Abstinence Syndrome Collaborative. Contact Pam Ford [pford@vtoxford.org](mailto:pford@vtoxford.org) for iNICQ access.

**What information should I share on the listserv?**

These include (but are not limited to):

- Resources and tools
- Analysis of the evidence or a link to the PubMed abstract for recently published papers or guidelines
- Innovative thoughts, ideas or project plans
- Challenges, speed bumps or questions about how others have solved a challenge you are facing.

We hope that you make local discoveries, or find solutions to barriers that could be generalizable, you might post them briefly – as your small victories may help “shoot the gap” for improvement for others. In our virtual classroom – the listserv is an important tool to share and learn. We learn from these dialogues, and often identify “hot topics” for future meetings or sessions from your thoughtful discussions – so keep them coming.

**Should I “reply all” to messages?**

On balance- remember that your email is going into literally >2000 mailboxes when you post to the listserv . . . So choose wisely.

And we ask that you be very, very careful about “reply all” messages.

If you feel the EMAIL volume from VON home base (us!) is overwhelming – please drop us an email privately. We strive for careful balance between informing and messaging . . . but your feedback is useful in calibrating these communications.

**How do I control the EMAIL Volume and Moderation?**

To control email volume- when you are creating a post - please be thoughtful about *which* listserv you are posting to.

- Homeroom listservs are best for issues that are specific primarily to your homeroom only . . . .
- If discussions and discoveries evolve and are important to share, then we ask you to develop a cogent summary to share with the larger listserv.

- Choose a clear title for the email (in the subject line). This will help your colleagues choose to read and engage, or skip and delete based upon their interest in the topic.

### **Are the listservs moderated?**

We do moderate the NICQ Next 2 and iNICQ listserv, so messages are reviewed and released before they come to you. Homeroom listservs are NOT moderated by VON – and we rely on you to moderate your peers.

### **Can I post polls / queries?**

The VON discussion boards and listservs can be used for polls and queries –however, our goal is to elevate the use of the listserv beyond “just” polls.

- Short polls are welcome; however, pollsters should first review polling archives to be sure the subject has not recently been dealt with.
- If you poll can be answered very simply in 1 question poll (i.e. do you use donor milk – yes / no ) consider using the Learning Management System polling feature. You can send single question polls to Denise or Pam, and they can help you get them posted on the LMS, where you will get “instantly collated” results as people answer the question.
- If the polls are best suited for the listserve – **PLEASE provide clear instructions in the subject line and header – DO NOT REPLY TO ALL.**
- Please strive to provide a brief background (1-2 sentences about why you care) and craft a crisp and answerable question. Beware of local “jargon” or terms that might not translate to other centers. We encourage you to not only ask “what do you do” questions, but why (what evidence guides your practice?) and what outcomes are you achieving (i.e. have you demonstrated measurable improvement in X or Y since adopting this practice).
- Requests for guidelines, policies and procedures are welcome. Please request permission to share these on the LMS, and forward the documents to VON once the poll is complete.
- The pollster should commit to summarizing the results and posting them – as well as a brief analysis of the results.
- If you wish to respond to a query, **click “reply” on the original message ( NOT “reply all”) – and be certain that your email goes back to the poll author only.**
- After the pollster has received responses ( usually ~10days), please compile the responses & post the summary to the listserv, again including the same topic in the subject line of the email

### **How do I post full-text articles?**

We encourage a healthy dose of evidence with your postings! Please include a reference or Pub-Med citation (or better yet a link) when you can. Unfortunately we cannot post full-text articles, unless they are freely available on-line.

### **Is it ok to post specific product names / commercial messages?**

- Please use generic terms, versus trade names for products, services, or pharmaceutical agents (i.e. incubator versus Isolette, human milk fortifier versus the product name).

- We request **absolutely no commercial messages**, of any kind (products, services, consulting, etc.).

#### **How do I assure privacy and protection?**

- When asking patient-related questions, please be sensitive to HIPAA rules and regulations.
- Avoid any details that might make an infant, or a colleague recognizable.
- Please **DO NOT** share your center number on the listserv.
- Please **DO** use a complete signature line that includes your name, role, credentials, center city, state, and your email so that others can contact you.

#### **Can I be removed from the listserv?**

Every listserv posting has instructions to be removed. Please click on the please remove me feature if you want to be removed.

Please share your thoughts, feedback and suggestions about how to make the listserv use more meaningful to our virtual community of practice.