

Aims and Measures

Structure Measures

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| <ul style="list-style-type: none"> • % of hospitals that have a strategy for sharing expected Respectful Care practices with NICU staff and parents/caregivers (including appropriately engaging support persons) • % of hospitals that have engaged parents and/or caregivers to provide input on quality improvement efforts • % of hospitals that have implemented a Neonatal Patient Reported Experience Measure (NPREM) survey to obtain feedback from parents/caregivers of NICU patients and a process to review and share results | <ul style="list-style-type: none"> • % of hospitals that have established a protocol for integrating families in patient rounding • % of hospitals that have a standardized process for implementing an individualized discharge planning tool upon admission • % of hospitals that have a standardized system for coaching caregivers on infant care • % of hospitals that have a standardized process for PMH screening and referral |
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Process Measures

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| <ul style="list-style-type: none"> • % of patient caregivers completing the NPREM each month | <ul style="list-style-type: none"> • % of providers, nurses, and staff completing education on preventing trauma, practicing active listening and shared decision-making, and obtaining consent |
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Outcome Measures

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| <ul style="list-style-type: none"> • % of patient caregivers completing NPREM survey who reported always or often felt like an important member of baby's care team on NPREM (data provided by NPQIC) | <ul style="list-style-type: none"> • % of sample patient charts with documentation of individualized discharge plan • % of sample patient charts with documentation of PMH screening |
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