

AIM

Respectful Care in the NICU AIM:

By September 2027, all 15 Nebraska NICUs will improve neonatal outcomes and family NICU experience as evidence by:

Neonatal Patient Experience Survey (NPREM):

- 5% overall improvement over baseline
- 2.5% reduction in race/ethnicity and language disparities

Mental Health Screening and Follow Up:

- 100% of primary caregivers have at least 1 attempt to be screened for depression and anxiety at least once before 120 days in the NICU
- 100% of parents with positive screens are connected with appropriate support (*peer support, focused mental health support*)

DRIVERS

PRIMARY

Respectful Care

SECONDARY

Dignity & Boundaries

Family Empowerment & Integration

Shared Decision Making

Education & Preparation

Supportive Care

Trauma-informed Care

Physical and Emotional Needs

STRATEGIES

Train and commit to dignity and respect in all family interactions

Welcome families by name and make every effort to promote caregiver-infant bonding

Implement a neonatal patient report experience measure survey

Demonstrate active listening and communicate clearly with compassion

Include families in patient rounds

Implement an individualized discharge planning tool starting at admission

Engage the care team to coach caregivers on infant care skills needed for transition to home

Train and commit to understanding and preventing trauma

Screen parents for postpartum mood and anxiety disorders (PMAD) in the NICU

Establish process flow to link patients with positive PMH screen to follow-up behavioral health and support

Identify and address family needs, including translation, lactation support, and social drivers of health