



Our Care Commitments

For Every NICU Family:



- 1. Treat you and your baby with dignity and respect throughout the NICU hospital stay.** Work to understand your family (background, home life, and health history), so you receive the care you need during your NICU stay.
- 2. Learn your family's goals during the NICU hospital stay.** Ask questions to understand what's important to your family for rounds and clinical updates, what concerns you have as you care for your baby and prepare for discharge home, and how we can best support you.
- 3. Communicate effectively across your infant's health care team and with you to ensure the best care.** Convey compassion and empathy. Introduce ourselves and our roles to your family upon entering the room, and explain things in a way that you can understand.
- 4. Actively listen to ensure that your voice is being heard.** Empower you to speak up, ask questions, and be involved. Be ready to listen to any concerns or ways that we can improve your baby's care.
- 5. Collaborate with you to make decisions that are right for your family.** Actively engage you as a partner in your infant's daily care and throughout the stay.
- 6. Value personal boundaries and respect your family's dignity.** Protect your and your baby's privacy.
- 7. Recognize how your past healthcare experiences may affect how you feel during your baby's NICU stay.** Strive at all times to provide safe, equitable, and respectful care so that you and your baby have the support you need.
- 8. Ensure you are discharged with the skills, support, and resources to care for your baby.** Assure you receive anticipatory guidance to understand who to call with concerns, what warning signs should cause you to seek immediate care, and what appointments your baby needs after they leave the hospital.

As a provider, nurse, or staff member caring for NICU infants and supporting caregivers on this unit, I have reviewed and commit to these care practices with every family.

Signature

Date



About the Nebraska Perinatal Quality Improvement Collaborative (NPQIC)
NPQIC is a nationally recognized statewide network of hospitals, clinicians, patients, and community organizations that seeks to provide respectful and dignified patient-centered care for all Nebraska perinatal and newborn patients. NPQIC aims to make Nebraska the safest place to give birth and be born. Learn more at www.npqic.org

