

Understanding Primary Caregiver Satisfaction using the EMPATHIC-30 for NICU Families

Introduction

- Understanding patient satisfaction in the NICU requires an investigation into parent satisfaction.
- Parents are a vital component of the family-centered care (FCC) model.
- FCC is a shared approach to the planning, delivery, and evaluation of the plan of care that fosters a partnership between the healthcare team, patients, and their families.
- The core principles of FCC are respect, information and education, coordination of care, physical support, emotional support, and involvement of parents

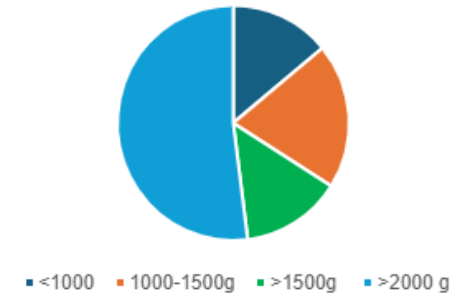
Methods

- The Empowerment of Parents in The Intensive Care (EMPATHIC-30-NICU-USA) is linguistically adapted in English & Spanish and is comprised of 5 domains: information, care & treatment, organization, parental participation, & professional attitude that can be used to objectively query parents.

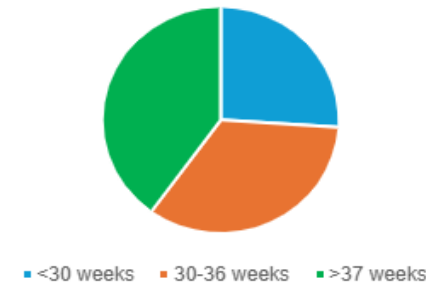
Results

Demographics			
Variables		n	%
Gender	Female	26	52
	Male	24	48
Ethnicity	Hispanic	28	56
	Non-Hispanic	14	28
Race	Asian	1	2
	Black/African American	4	8
	White/Caucasian	37	74
Primary Language	English	29	58
	Spanish	21	42

Birthweight



Gestational Age



A total of 50 parents completed the 30 question survey at time of discharge and after discharge using an electronic form. We identified that parents were less satisfied in information domain with particular agreement in 2 of the survey questions.

Discussion

- Following implementation of interventions, screening will resume of the EMPATHIC-30-NICU-USA
- Whiteboards offer a way to engage with the family and communicate the plan of care
- Interprofessional communication and collaboration allows for the development of a multifaceted approach to caring for the patient and families.
- Addressing the gaps identified by caregivers can help improve the utilization of FCC modalities.

References

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