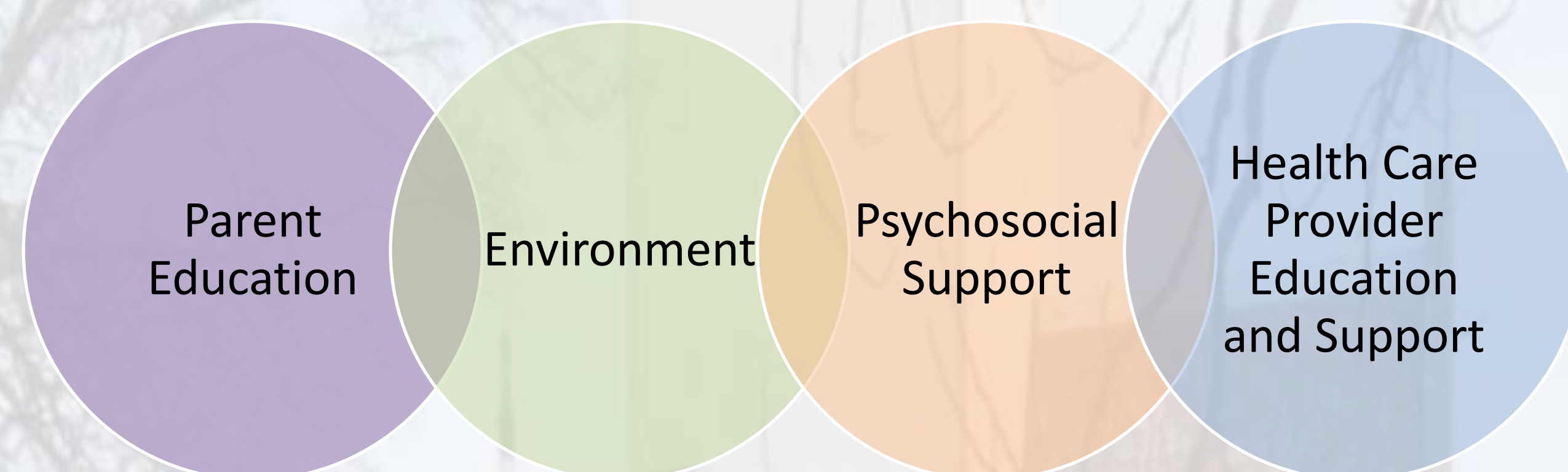


Background

Family Integrated Care (FiCare) is a model of care where parents are integral members of their infant's care team

- <http://familyintegratedcare.com/>

4 core components to support success parent engagement –



FiCare is associated with improved developmental outcomes for infants and decreased mental health risks for parents.

Objective

To determine how FiCare Plus can **support parents** to safely and meaningfully become engaged in the care of critically ill babies in the first two weeks.

Methods

A cross-sectional survey of parents at two hospital sites in Toronto, Mount Sinai Hospital and the Hospital for Sick Children. Descriptive and thematic analysis were performed for quantitative responses and qualitative open-ended questions.

Conclusion

The FiCare model of care strengthens parents ability to meaningfully engage in the care of their infants and feel valued and integrated into the NICU care team. Based on these results, the focus of parent support was adapted to support parents of critically ill infants through the Heart to HEART Staff Refresher program.

Results

FiCare plus is designed to support parents caring for critically ill infants in the NICU in **the first two weeks** after admission.

Three main themes emerged from the survey results.

Parents identified the need to 1) have a genuine **partnership** with health care providers, 2) receive accurate and timely information and **education**, and 3) receive **psychosocial support**.

Parents identified that in the first two weeks, health care providers and other parents were key in helping them learn to care for their infant. Nearly 90% of parents identified that bedside nurses were the best support person when parents wanted to learn to care for their baby in the first two weeks. Other sources of support included included physicians (56%), social workers (52%), other parents (52%), and support groups (35%).

“The doctors and nurses at Mount Sinai were the biggest help along our NICU journey. They were always there to explain and clarify any questions we had; the emotional support received from them was also huge in helping us see that there was a light at the end of the tunnel.”



•Partnership

- Genuine partnership required feeling included in care planning and medical decisions which:
 - increased parent’s feelings of being at ease
 - increased their comfort with care
 - increased their confidence in steps towards discharge planning



•Parent Education

- Parents need 1) accurate and timely medical information, 2) to learn to care for their baby, and 3) to understand roles and routines.
- Key moments when parents felt they learned the most included:
 - -medical rounds
 - -bedside coaching
 - -family meetings
 - -parent classes
 - ***Handouts, online resources, and other NICU parents were the **least utilized**



•Parent Psychosocial Support

- Parents felt emotionally supported when nurses and health care providers were:
 - actively listening
 - expressing empathy
 - showing compassion
 - demonstrating understanding
 - genuinely presence

Heart to HEARTT Staff Refresher