

# Our Respectful Care Commitments For Every NICU Family

- 1. Treating the family with dignity and respect** throughout their NICU hospital stay. Working to understand the family (background, home life, and health history) so they receive the care they need during their NICU stay.
- 2. Communicating effectively across the infant's health care team** to ensure the best care. Introducing ourselves and our role to the family upon entering the room. Practicing "active listening"—to ensure that the family is heard. Empowering families to speak up, ask questions, and be involved. Being ready to hear any concerns or ways that we can improve the infant's care.
- 3. Learning the family's goals during the NICU hospital stay:** What is important to the family for rounds and clinical updates? What are their concerns regarding preparing for discharge home and caring for the baby? How can we best support them?
- 4. Engaging the infant's family to be present on rounds** (in person or virtually), for infant's care, and throughout the stay.
- 5. Promoting transparency and communication** between the medical team and family to promote informed decision-making.
- 6. Valuing personal boundaries and respecting the family's dignity.** Protecting the infant's and mother's privacy and keeping their medical information confidential.
- 7. Recognizing a family's prior experiences with healthcare** may affect how they feel during their infant's NICU hospital stay. Striving at all times to provide safe, equitable and respectful care to reduce the risk of harm and family mistreatment.
- 8. Assuring the infant is discharged with anticipatory guidance**, understanding where to call with concerns, warning signs to seek acute care, **and with appropriate follow-up care visits arranged. Ensuring the family is discharged with the skills, support, and resources to care for their baby.**

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



Florida Perinatal  
Quality Collaborative

[fpqc.org/homeward-bound](https://fpqc.org/homeward-bound)

V. 10/5/23