

## 10 IDEAS TO IMPROVE FAMILY-CENTERED CARE FOR DIVERSE FAMILIES

### ACCULTURATION OF UNIT

- 1 Signal importance of family-centered-care. Provide multi-lingual signage welcoming all families as partners in care. For example:  
*“ NICU families, we welcome you as partners in your child’s care at ALL times.”*  
*“ Ask for an update from your baby’s care team, and/or physician, every day.”*
- 2 Ensure families are greeted and treated respectfully. Deliver trainings (e.g. cultural competency, structural competency, anti-bias trainings) at all levels of the organization.

### NICU STAFF COMMUNICATION

- 3 Offer opportunities for families to interact with their babies and care team in ways that works for family (e.g. by phone, in person or through remote participation tools such as web cams or iPads).
- 4 Offer language assistance (translation and multi-lingual materials) to families with limited English proficiency, especially during critical phases of care (e.g. consider a translator on rounds, seek language concordance between providers and families).

### COUNSELING

- 5 Employ personnel (e.g., social workers, counselors, therapists and family navigators) for a standardized assessment of families’ social determinants of health and for tailored psycho-social support.

### ORGANIZATIONAL RESOURCES

- 6 Provide routine social services screening for all families at the beginning of their NICU stay to identify vulnerable families needing support for transportation, parking, food, and space or resources for siblings. Provide needed support and be cognizant that some families may not be comfortable asking for these services outright.

### FAMILY LEADERSHIP

- 7 Employ a paid family advisor and/or family advisory council to provide the hospital and NICU with input on issues regarding caring for a baby in the NICU. Recruit diverse families that are representative of the families you serve linguistically, racial/ethnically or otherwise.
- 8 Develop a hospital-based peer to peer support program that employs family navigators to help families. Ensure materials are presented to families in their language of preference. Offer these educational resources to families before birth when a NICU stay is anticipated.

### EDUCATION

- 9 Develop targeted multi-lingual and culturally appropriate education and support for families on the health benefits of breastfeeding for mothers and preterm babies. Provide breastfeeding supplies for mothers who cannot afford them and a comfortable space for pumping while at the NICU.
- 10 Develop standardized multi-lingual and culturally appropriate education on positive touch and kangaroo care. Ensure staff is properly trained and educated on their value.