

Our Respectful Care Commitments For Every NICU Family

- 1. Treating families with dignity and respect** throughout their NICU stay by working to understand the family's background, home life, and health history so they receive the care they need during their infant's hospitalization.
- 2. Communicating effectively across the infant's health care team** to ensure the best care. Introduce ourselves and our role upon entering the room, practice active listening to ensure families are heard, and empower families to speak up, ask questions, and be involved. Be open to concerns and feedback to improve the infant's care.
- 3. Learning the family's goals during the NICU hospital stay**, including what is important to them during rounds and clinical updates, their concerns about preparing for discharge and caring for their baby, and how we can best support them.
- 4. Engaging the infant's family as partners** by encouraging their presence on rounds (in person or virtually), during infant care, and throughout the NICU stay.
- 5. Promoting transparency and open communication** between the medical team and family to promote informed decision-making. Promise clear, consistent communication in everyday care and during critical moments and sharing what will happen next with families.
- 6. Valuing personal boundaries and respecting the family's dignity** by protecting the infant's and family's privacy and maintaining confidentiality of medical information.
- 7. Recognizing a family's prior experiences with healthcare may influence how they feel** during their infant's NICU stay, and strive at all times to provide excellent, safe, and respectful care to reduce the risk of harm or mistreatment.
- 8. Ensuring families are prepared for discharge** with anticipatory guidance, clear instructions on whom to contact with concerns, warning signs that require urgent care, and appropriate follow-up visits -- ensuring families leave with the skills, support, and resources needed 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

SOOTHE
Supporting **Optimal Outcomes**
Through a **Healing Environment**



**Florida Perinatal
Quality Collaborative**