Translating of Evidence into Practice: Parent Feedback in the NICU

PURPOSE
The purpose of this scholarly project was to implement a mechanism for parents of infants in a Neonatal Intensive Care Unit (NICU) to report positive experiences or areas of concern. This program was intended to increase the knowledge of safety concerns for this vulnerable population.

BACKGROUND
The project was implemented in a 118 bed NICU in the academic center in the Texas Medical Center, Houston, Texas.

METHODOLOGY
A survey was created using the Qualtrics platform. This method was chosen as it allowed for easy access, at any time, and would store data in a secure site. Parents and staff were educated on the use of the tool prior to implementation and cyclically during the project. Changes to the program were employed according to the Plan-Do-Study-Act quality improvement method.

RESULTS
Thirty parents completed the survey, with 17% reporting areas of concern. Parent concerns most frequently involved communication breakdowns between parent and healthcare providers, or between healthcare providers.

IMPLICATIONS
Engagement of parents is encouraged as an essential component to improving patient outcomes. Parents can provide a unique insight into current practices and help identify unsafe procedures.

Engagement of patients and families in error identification is warranted to improve healthcare. Future quality improvement projects should focus on sustainable solutions to obtain patients’ and families’ input in the identification of errors in healthcare.