

## **Family visit by NICU admission nurse prior to the birth of the infant**

***PBP:** Establish opportunities for the members of the NICU team and other support individuals to contact the family prior to the birth of the infant(s)*

Map Phase: Golden Hours

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In developing the Golden Hours phase of the map, focus groups were held with graduate families to explore their experiences during the hour before and the hour after their infant's birth. The focus groups revealed that the Golden Hours phase was an extremely stressful time for most families. Feelings of isolation, fear, confusion, and a lack of information were common. The idea was conceived to assess the effectiveness of having the admitting nurse visit the family prior to the birth of the infant(s) to offer support and help the family recognize a "friendly face" when they came to the NICU after the birth to be with their infant(s).

A PDSA cycle was developed and 5 nurses volunteered to participate in the trial. During the study period, 10 families were visited by the admitting nurse. Nine of the families felt that the visit was helpful for them. One mother stated that she was unsure if the visit was helpful because of the numerous visits she had received from medical staff. All 10 families agreed that they thought that the visit would be helpful for other families.

We are now educating all members of the NICU team regarding the results of the PDSA cycle and encouraging the staff to participate in visits based on the "improvement" data.