

MyNICU

Sarah Evjy, RN

Beth Israel Deaconess Medical Center, Neonatal Intensive Care Unit

The Problem

At the BIDMC Neonatal Intensive Care Unit, we are committed to family centered care. An infant's admission to the NICU is scary and overwhelming for both the parents and the families. Feelings of loss, fear, guilt, powerlessness, and anger can leave the parent feeling disconnected from their baby.

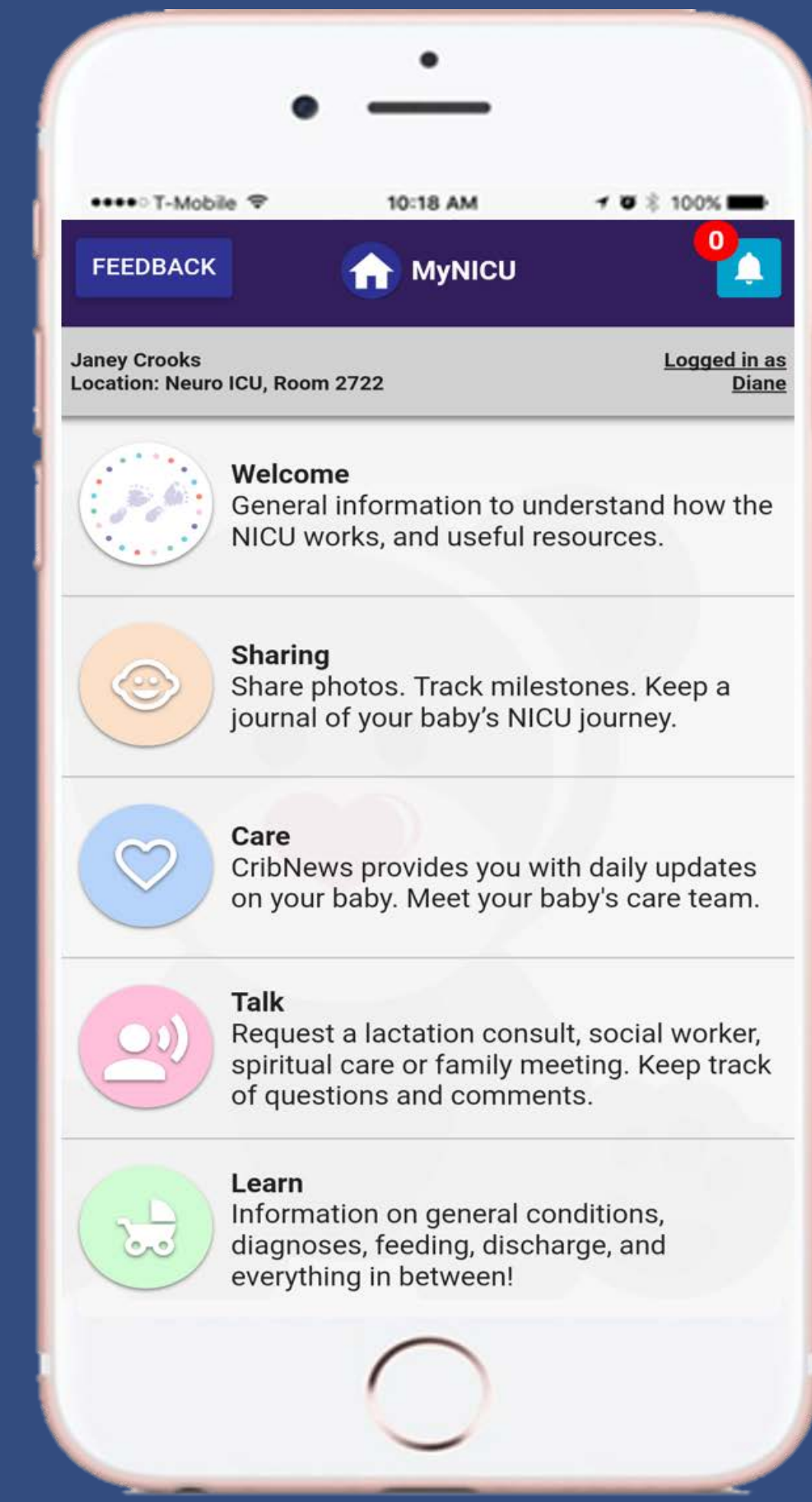
As a unit, we wanted a way to empower parents by providing easily accessible educational materials, streamlined updates and modes of communication and encourage parents to be involved in their baby's day to day care. We wanted to give parents the tools they need to understand and participate in their baby's care. Above all, we wanted parents to understand how important they are to their baby's well-being and know they are a key partner in our health care team.

The Goal

Provide parents with the tools needed to feel informed and involved with their baby's care. Give parents the educational tools needed to not only understand their baby's care, but learn how to be a vital part of the care team. Create an online tool that would encourage parents to stay connected to their baby's care- even when they are away from the bedside.

The Project Planning Team

- Kathy Tolland, RN, NICU Clinical Director
- Scott Devlin, Health Care Quality
- Karen Waldo, RN, NICU Clinical Advisor
- Molly Wylie, Family Program Manager
- Sarah Evjy, RN, Project Leader
- Jane Stewart, MD, Creator of CribNews

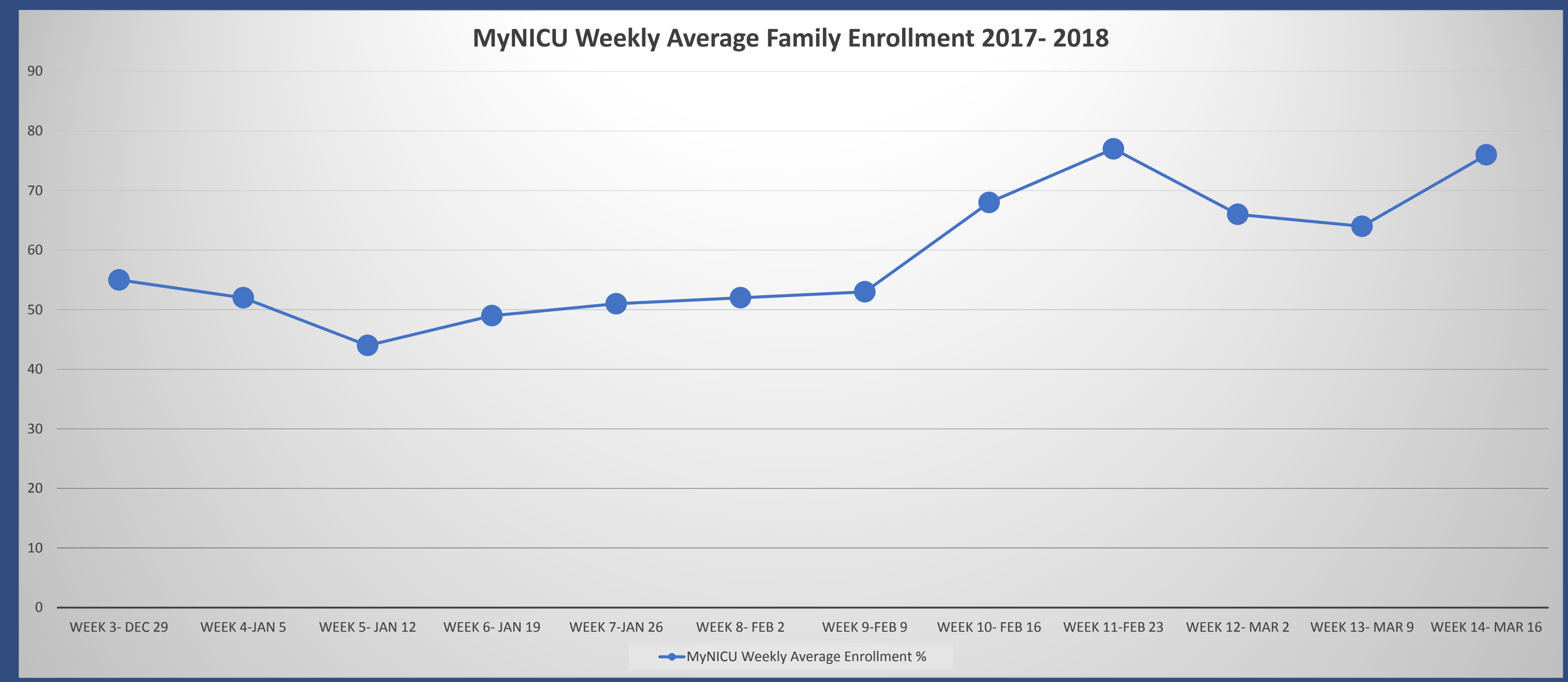


Mynicu.bidmc.org

The Interventions

- NICU Clinicians agree to utilize the Gordon and Betty Moore Foundation grant to create an online tool for parents and families in our NICU (March 2017)
- Multidisciplinary project planning team formed and weekly meetings were initiated to create MyNICU (April 2017)
- MyNICU was created by staff and NICU families at BIDMC to serve as an educational and informative guide for parents during their baby's stay.
- MyNICU application goes live in the BIDMC NICU on December 12, 2017

MyNICU Progress to Date



For more information, contact:
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What Parents Are Saying About MyNICU: Parent Feedback Survey Results



89% of parents agree that MyNICU has provided them with quick, easy access to information that has helped them stay informed and involved with their baby's care.

75% of parents agree that MyNICU has helped to streamline communication between them and their baby's care team.

92% of parents state that MyNICU is easy to navigate.

100% of parents say that CribNews was the most valuable MyNICU feature

"...it's a wonderful resource to have."
"Every day I wake up and the first thing I do is check MyNICU."
"...gave us a peace of mind knowing our baby was in good hands"



What are some of the many features that MyNICU offers?

- Welcome: NICU admission, first few days , lactation, library of educational videos
- Share: Private Journal, Upload Photos
- Care: CribNews- 24hr daily updates for each individual baby, Meet baby's care team
- Talk: Request services such as lactation, family meeting, spiritual care and social Work
- Learn: Common diagnoses & conditions, Equipment list with descriptions and pictures, Developmental care, Feedings, Discharge education, Follow-up care and Resources such as support groups and mentor mom programs.



Lessons Learned

- We took a look at our consistent enrollment of ~50% and evaluated what were our barriers of use.
- 1. Parents with a full-term baby, or those not anticipating an extended stay
 - 2. At times, we have up to a 20% non-English speaking patient population in our unit. This has become a large population of our parents that are unable to enroll.

Next Steps

- Based on user feedback, we are hoping to make enhancements to our application in the near future.
1. Translate MyNICU into multiple languages for our non-English speaking families.
 2. Add more services for families to "request a service"
 3. Give parents the ability to sign-up for unit based classes / events via the application.
 4. Give designated NICU staff administrative access to monitor family accounts. Thus, the ability to perform maintenance and troubleshoot issues in a concise and timely manner.

For more information, contact:

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