

# Promoting a Family Centered NICU using Empathy Training for RNs.

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# Promoting a Family Centered NICU using Empathy Training for RNs

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## Background/Triggers

- Press Ganey scores/comments
- Staff resistance toward change to a Family Centered Care (FCC) NICU
- Patient deaths

## Purpose/PICO

### Project Purpose:

- Utilize empathy training to improve comfort levels in NICU staff
- Will the “Experience is Everything” webinar on empathy training improve nursing understanding and comfort towards FCC compared to nursing prior knowledge and experience towards empathy?

P- NICU nurses

I- “Experience is Everything” webinar

C- Pre/Post knowledge & feelings

O- Improved nursing understanding & comfort in a FCC NICU

## EVIDENCE

- “... Improves patient outcomes” (Mercer, S. W. & Reynolds, W. J., 2002)
- “Higher empathy levels of nursing associated with decreased patient anxiety” ( Yu, J. & Kirk M., 2008)
- Parental involvement “associated with improved long term cognitive development” (Skene, C. et al., 2016)
- Minimizes “high rates of psychological distress among NICU parents” (Gooding, S. et al., 2011)



(March of Dimes)

## Implementation Plan/Methods

- “Experience is Everything” Webinar from March of Dimes
- Communication to staff about survey completion (word of mouth, posters, etc.)
- Pre and post surveys completed by staff nurses (Family Nursing Caring Belief Survey permission for use provided by Sonja Meiers PhD, RN)

## Results

- Surveys sent to 118 NICU nurses
- 19 Pre-Surveys Completed and 12 Post-Surveys Completed
- 7% increase in belief that nurses should be more available to the family as well as the patient
- 12% increase in nurses who strongly agree it is important to establish a relationship with the family in order to gain their trust
- 28% increase in nurses who believe you should adjust your patient’s plan of care to satisfy the family’s needs and include them in patient care

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