

NICU SURVEY about Communication between Parents and Doctors

Date: ___ / ___ / ___
 ○ Mom ○ Dad ○ other:

1. Did you talk with a doctor from the NICU **before** your baby was born? ○ Yes ○ No ○ I don't know
2. When was the **first time** a NICU doctor talked with to you about your baby? _____
3. Since your baby came to the NICU, how often has your baby's doctor talked with you? _____
4. How many times **in the past 7 days** have you: ___ Talked with the doctor at the bedside
 ___ Talked with the doctor on the phone
 ___ Had a family conference
 ___ Other: _____
5. When was the **last time** your baby's doctor talked to you? _____
6. When is the **next time** your baby's doctor will talk with you? _____

Families working with NNPs were asked about their experience with both doctors and NNPs

Open ended questions assessing the amount of time providers spent with parents.

- | | | | | | |
|--|-------|-----------|---------|--------|-----|
| | never | sometimes | usually | always | n/a |
| | n | s | u | a | |
7. Are your baby's doctors available when you want to talk with them? ○ ○ ○ ○ ○
 8. How often do you understand what your baby's doctors are saying when they talk with you about your baby? ○ ○ ○ ○ ○
 9. When you talk with your baby's doctors, how often are you able to ask questions about things that worry you about your baby?..... ○ ○ ○ ○ ○
 10. Do your baby's doctors understand your concerns about your baby? .. ○ ○ ○ ○ ○
 11. Do your baby's doctors talk with you enough? ○ ○ ○ ○ ○
 12. How often would you like to talk with your baby's doctors? _____
 13. Who is the doctor who has given you the most information about your baby in the last 3 to 5 days?
 _____ ○ I don't know
 14. Overall, how satisfied or dissatisfied are you with communication with your baby's doctors (choose one):

Very Dissatisfied	Somewhat Dissatisfied	Unsure	Somewhat Satisfied	Very Satisfied
○	○	○	○	○
- Main Language you read and speak: _____ Other Languages: _____
- School Completed:
- | | |
|---|--|
| ___ None
___ Some Grade School
___ Some High School
___ Finished High School | ___ Some College
___ Completed College
___ Advanced Degree
___ Other: _____ |
|---|--|
- Parents' Occupations: _____ (mother) _____ (father)

Assessment of Communication Constructs:

- Availability
- Understanding
- Reciprocity
- Empathy
- Quantity

Overall Satisfaction Assessment

The survey was available in English and Spanish. Interpreters were used as needed.

Comments: How can we improve communication between you and your baby's doctors?



Space for more comments on the back.
 (C) Picker Institute and Press Ganey Surveys, modified

Parents were encouraged to express any comments about communication or the survey, and to write on the back if needed.