

# Sample Parent Comments

## Pre-Intervention

### Very Dissatisfied

"Availability. I didn't know I could talk to the doctor. I thought that the doctors talk to the nurses and the nurses talk to the parents. Who is my doctor, can you write it down for me?"

"I would want to know who the doctor is. The nurses tell us how the baby is."

### Somewhat Dissatisfied

"It is important to me that the doctor come and introduce themselves so that I can ask questions. Having an interpreter present is important."

"Talking more with the doctors, more times."

### Unsure

"It would be nice to have a doctor update us."

### Somewhat Satisfied

"Informationwise, I pick it up, but I don't really understand. I would like to be able to speak to the doctors/NNPs more often. I would like lab reports, results. I didn't know I could request to talk to the doctors. There is a little barrier to talking."

"More information. All doctors introduce themselves."

"Should set up time that is routine for them to be available weekly"

"The difficulty is the language barrier; if they speak English, I want them to call an interpreter. Could talk to us more frequently. Mom worries and doesn't know what's going on. She doesn't know what to say or who to ask."

"Have fewer babies or more doctors. In an ideal world doctors would be available at a moment's notice."

### Very Satisfied

"Always have a translator! Even if a parent says they don't need one. Weekly family meetings and updates are important. I felt like I needed to help keep track of things when he was sick-- that there was no one there who knew all of his test results.... There should be better reporting of results to parents. I don't always feel like the person you have access to has the answers to the questions that I have. They are so busy."

"Communication is better if mother is here when the doctors are around."

"Who is my baby's doctor?"

"Communicate more frequently-- more times, more than every few weeks."

"Always have a translator! Everything is good."

"Optimal time to meet with physicians seems to be when they are rounding. If we arrive late and miss them, this opportunity-- having the physician briefly touch base with us in the afternoon goes a long way-- even to say hello, everything is fine or as expected."

"I think communication is perfect. It's what makes me sleep at night. I'm very happy with his care."

"Always have a translator! I would want the doctor to approach me to ask me if I have questions every day, at least."

## Post-Intervention

### Very Dissatisfied

no dissatisfied parents

### Somewhat Dissatisfied

no dissatisfied parents

### Unsure

"I don't call the doctors. Once I talk to the nurses I'm quite satisfied with the answers. When I ask everything to them, they tell me."

### Somewhat Satisfied

"No, it's fine...Set up appointments when they can talk to you. I understand they are really busy with some babies."

"It is good. Doctors can also provide suggestions."

"Even written communication would be good if I can't talk with them face to face. A direct phone line that I can leave messages. With so many doctors, who should I directly contact?"

### Very Satisfied

"I think this card is good. I like that doctors work... we can talk to the doctor anytime. It's nice that they are available. I feel better this time. I've grabbed doctors. I like that they come in. Last time [I had a baby in the hospital] I was getting reports on bilirubin and I didn't know what that was. I didn't understand the system. I feel this time that it's been much better."

"We have always had enough communication with the doctors and nurses. We haven't had any problems. Can't say how to improve. It's very good."

"I haven't had any problems with my doctors. They kept me pretty well informed."

"They do a good job, talk to me when I'm here, when I am here in the mornings. More on the phone when I am not here."

"Things should continue as they are."

"Now, almost everyone speaks Spanish to us. This is good. More interpreters should be better. Since coming from the border of San Diego and Mexico, it's really good that people speak English and Spanish. I really appreciate their/your attention."

"It's good."

"I think that everything is fine the way it is. I think there is really good communication here. We came every day so we don't have no [sic] questions."

"Very accessible to get what you need. Pleased with all communication with doctors and nurses."