

VOICES

TRANSFORMING NICU CARE THROUGH PARENT EXPERIENCE



From Perception To Measurable Quality



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❖ THE PROBLEM

Family centered care = **core to NICU quality**

Clinical outcomes → **well measured**

Parental experience → **undermeasured & undervalued**

❖ KEY GAP

Existing tools (e.g., EMPATHIC-N) are,

Lengthy

Impractical in busy NICUs

❖ No concise, actionable, validated PREM tool

“What we don’t measure, we cannot improve”



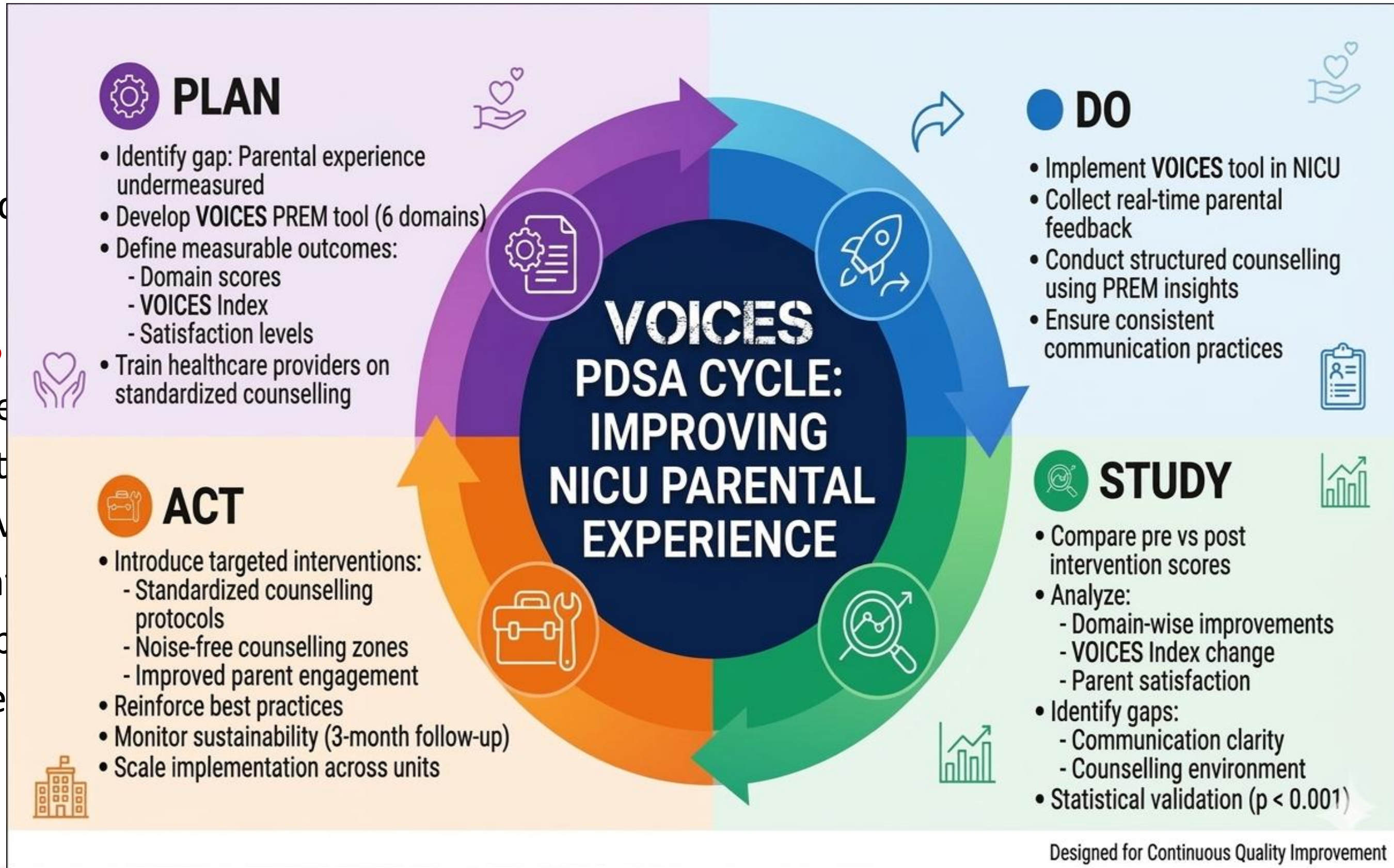
AIM & OBJECTIVES

❖ AIM

To develop, measurable outcomes

❖ OBJECTIVES

- ❖ Develop
- ❖ Capture
- ❖ Convert
- ❖ Identify
- ❖ Enable
- ❖ Assess



experience into



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METHODOLOGY

SAMPLE

- **Setting:** Tertiary NICU, Chennai
- **Participants:** Parents (>24h admission)
- **Sample:** 126/134 (94%) response
- **Design:** Prospective interventional study

TOOL

- 6 Domain PREM - **VOICES**
- Validated scoring system
- Pre-post intervention assessment
- Feedback driven targeted interventions
- Follow-up at 3 months for sustainability

 Sundaram Medical Foundation <small>DR. RANGARAJAN MEMORIAL HOSPITAL</small>		NEONATAL INTENSIVE CARE UNIT PARENT SATISFACTION SURVEY "NICU VOICES" (PREM TOOL) <small>Validation Of Integrated Care Experience and Safety</small>		
<i>To be issued during the discharge process</i>				
NAME OF THE BABY :				
AGE :		GENDER :		
CITY :		STATE :		
MOBILE NUMBER :		EMAIL ID :		
DIAGNOSIS :				
NAME OF THE PARENT/GUARDIAN :				
"NICU VOICES" : Giving Parents a voice in Neonatal care			YES	NO
V : Value & Understanding of Care				
1	Were you warmly welcomed by the staff and doctor?	<input type="checkbox"/>	<input type="checkbox"/>	
2	Did you understand the treatment plan for your baby?	<input type="checkbox"/>	<input type="checkbox"/>	
3	Was the information given by doctors and nurses consistent?	<input type="checkbox"/>	<input type="checkbox"/>	
4	Were you given enough opportunity to ask questions?	<input type="checkbox"/>	<input type="checkbox"/>	
O : Openness & Organisation				
5	Were you clearly explained about your baby's condition at the time of admission?	<input type="checkbox"/>	<input type="checkbox"/>	
6	Were you regularly updated about your baby's progress?	<input type="checkbox"/>	<input type="checkbox"/>	
7	Was access to the NICU (entry, timing) easy and well organised?	<input type="checkbox"/>	<input type="checkbox"/>	
8	Was the Hospital visiting hours policy clearly explained to you?	<input type="checkbox"/>	<input type="checkbox"/>	
I : Inclusion & Partnership				
9	Were you involved in decisions regarding your baby's care?	<input type="checkbox"/>	<input type="checkbox"/>	
10	Were you encouraged to participate in your baby's care (feeding, kangaroo care, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	
11	Were doctors and nurses approachable when you had concerns?	<input type="checkbox"/>	<input type="checkbox"/>	
12	Did you feel respected while communicating with the staff?	<input type="checkbox"/>	<input type="checkbox"/>	
C : Compassion, Competence & Care Continuity				
13	Did the staff show kindness and empathy towards you and your baby?	<input type="checkbox"/>	<input type="checkbox"/>	
14	Did you feel confident about the clinical competence of the NICU team?	<input type="checkbox"/>	<input type="checkbox"/>	
15	Was there continuity in care and information during shift changes?	<input type="checkbox"/>	<input type="checkbox"/>	
16	Did you receive emotional support from the healthcare team?	<input type="checkbox"/>	<input type="checkbox"/>	
E : Environment & Experience				
17	Was the NICU environment clean and safe?	<input type="checkbox"/>	<input type="checkbox"/>	
18	Was your privacy respected during discussions and procedures?	<input type="checkbox"/>	<input type="checkbox"/>	
19	Were facilities for parents (waiting area, restrooms, etc.) adequate?	<input type="checkbox"/>	<input type="checkbox"/>	
20	Were noise and lighting levels in the NICU comfortable for you and your baby?	<input type="checkbox"/>	<input type="checkbox"/>	
S : Safety Perception & Satisfaction				
21	Do you have confidence in safety of baby's care?	<input type="checkbox"/>	<input type="checkbox"/>	
22	Do you have awareness of infection prevention practices?	<input type="checkbox"/>	<input type="checkbox"/>	
23	Did the NICU processes (admission, procedures, discharge) feel organised?	<input type="checkbox"/>	<input type="checkbox"/>	
24	Will you recommend NICU to others?	<input type="checkbox"/>	<input type="checkbox"/>	
25	Overall, were you satisfied with your baby's care in the NICU?	<input type="checkbox"/>	<input type="checkbox"/>	
Any specific doctor to appreciate :				
Any specific Staff Nurse/ Other Staff to appreciate :				
Any other Suggestions/ Remarks :				
Signature of the Parent/ Guardian with date and time :				

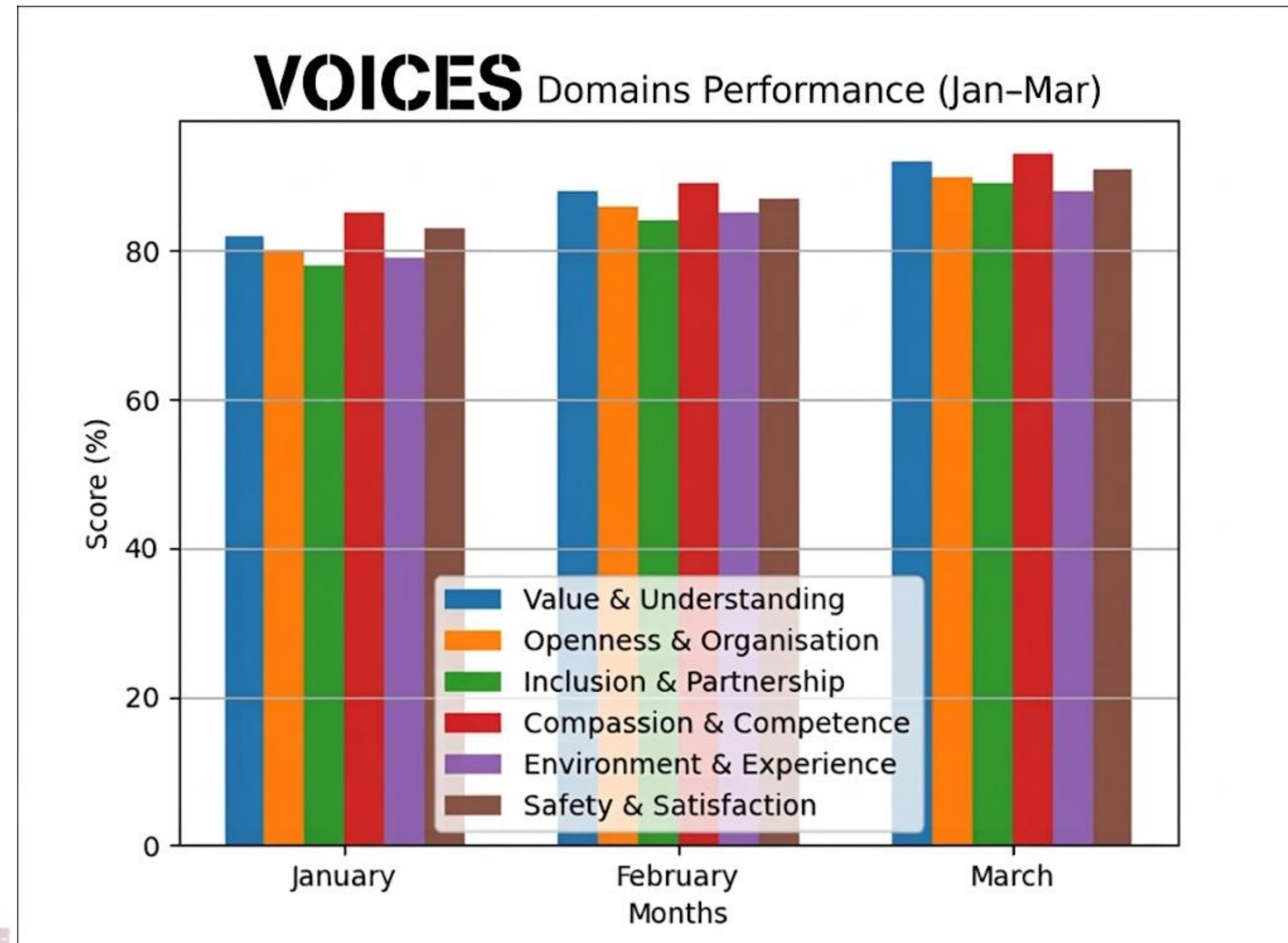
VALIDATION & RESULTS

TOOL VALIDATION

- ✓ Content Validity: S-CVI > 0.9
- ✓ Reliability: Cronbach's $\alpha = 0.86$
- ✓ Test-Retest: ICC > 0.8
- ✓ Construct Validity: 6-domain structure confirmed
- ✓ Criterion Validity:
Strong correlation with EMPATHIC-N
- ✓ Responsiveness: Significant improvement ($p < 0.001$)
- ✓ Feasibility: <5 min, >95% completion

Overall VOICES Index

- ❖ **81.3 % → 90.7% ($p < 0.001$)**
- ❖ **90.7% rated care as "Excellent"**
- ❖ **Sustained at 3 months**



“Significant improvement observed across all six quality domains”

DISCUSSION

MONTHLY PERFORMANCE (NICU- VOICES)

- ❖ **PREM - QUALITY INDICATOR, not a feedback tool**
- ❖ Revealed hidden gap:
Information given ≠ Understanding achieved
- ❖ Targeted interventions
→ **Large, measurable effect size improvements**
- ❖ Created **sustained system-level change**

IMPACT

- ❖ Standardized communication across providers
- ❖ Reduced variability in counseling
- ❖ Improved parental confidence & trust
- ❖ Enabled **data driven decision making NICU care**

INTERPRETATION SCALE

≥ 90% → Excellent

80–89% → Good

70–79% → Needs Improvement

INDICATORS	JAN	FEB	MAR	APR	MAY
Domain Score (%) V	82	88	92		
O	80	86	90		
I	78	84	89		
C	85	90	94		
E	80	85	88		
S	83	87	91		
VOICES Index-Total (%)	81.3	86.7	90.7		
Interpretation Scale	Good	Good	Ex		
Domain Gap Score (100-Ind)	18.7	13.3	9.3		
% parents with score ≥ 75%	85	90	95		
Lowest scoring domain	I	I	E		

Interpretation					
★	Doctor	Dr. Swathi	Dr. Swathi	Dr. Swathi	
	Staff	Jayanthi	Kamali	Dhanushiya	

CONCLUSIONS

❖ **VOICES** - reliable, practical and scalable PREM tool

- ✓ Converts perception → measurable data
- ✓ Drives continuous quality improvement
- ✓ Strengthens family-centered care

❖ “When experience becomes measurable, excellence becomes achievable.”

❖ “**VOICES** transforms NICU care from outcome driven practice to experience driven excellence”



“Progressive, consistent improvement observed across all **VOICES** domains with reduction in domain gaps over time”



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