Caring for Babies and their Families: Providing Psychosocial Support in the NICU
Course Outline with Objectives
December 22, 2017

NAVIGATING THIS COURSE
1. Navigation
2. Definition of navigation icons
3. Your instructors
4. Thank you to our sponsors

WELCOME AND INTRODUCTION
1. Family story
2. Objectives of the course:
   - Describe elements of comprehensive family support.
   - Describe principles and techniques of communication that can be used to help support NICU parents.
   - Identify risk factors that put NICU parents at risk for Perinatal Mood and Anxiety Disorders.
   - Describe the benefits of peer-to-peer support provided by mentor parents to current NICU parents.
   - Define ways to involve and empower NICU parents in the care of their baby during their NICU stay.
   - Identify the benefits of palliative and bereavement care programs to both families and staff.
   - Define ways in which NICU parents can be supported during the discharge process and beyond.
   - Define ways in which NICU caregivers can cope with the demands of providing intensive care, and how they can be supported by their colleagues and supervisors in the work they do.
3. Statement of need
4. Our vision of the Neonatal Intensive Parenting Unit
5. What you will find in the lessons
6. Let's get started!
7. Pre-test quiz
COMMUNICATION SKILLS
1. Family story
2. Objectives: Communication
   a. Define three ways in which healthcare providers can be more effective in their communication with NICU parents.
   b. Describe two ways to communicate with NICU parents that demonstrate your role as a coach and facilitator, rather than an “expert.”
   c. Describe two important principles of communicating bad news to families.
   d. Define three important principles of practicing trauma-informed care.
   e. Describe two ways providers can offer culturally sensitive communication and culturally competent care.
   f. Identify three Potentially Better Practices for staff education regarding communication in the NICU.
3. Introduction to communication skills
4. General principles of communication
5. More principles of communication
6. Shared, informed decision-making
7. Communicating with families in crisis
8. Communicating as a coach, rather than as just an “expert”
9. Communicating bad news
10. Trauma-informed care
11. Culturally competent care
12. Simulated conversations with NICU parents (videos)
13. Potentially Better Practices for staff education regarding communication
14. Trauma-informed care scripts for medical situations
15. What NICU staff can do
16. Key Points
17. Communication quiz

PEER-TO-PEER SUPPORT
1. Family story
2. Objectives
   a. Describe what peer support is and three unique benefits of offering it to NICU parents.
   b. Describe two different models of providing peer support.
   c. Identify three principles of starting and sustaining a parent support program.
   d. Identify three Potentially Better Practices for providing peer support.
3. Introduction to peer support
4. Research on the benefits to parents
5. Types of peer-to-peer support
PROVIDING EMOTIONAL SUPPORT TO NICU PARENTS

1. Family story
2. Objectives
   a. Identify three reasons why parents in the NICU need emotional support.
   b. Describe two roles of mental health professionals in the NICU including the concept of “layered levels” of support.
   c. Recognize one major feature of each of the various mood and anxiety disorders that can occur in the perinatal and postpartum period.
   d. Describe two recommendations for screening parents for emotional distress.
   e. Identify three Potentially Better Practices as to how mental health professionals can provide support in the NICU.

3. Introduction to emotional support for NICU parents
4. Normalizing emotions
5. Addressing trauma
6. Providing layered levels of support
7. Roles of mental health professionals
8. Risk factors for emotional disorders
9. Differential diagnosis of perinatal mood and anxiety disorders
10. Medications for perinatal mood and anxiety disorders
11. Screening for emotional distress
12. Potentially Better Practices for emotional support
13. Trauma-informed care scripts for emotional support
14. What NICU staff can do
15. Key points
16. Emotional support quiz
FAMILY-CENTERED DEVELOPMENTAL CARE
1. Family story
2. Objectives
   a. Identify five ways that families can be incorporated into the NICU care team.
   b. Describe three ways that NICU staff can facilitate parents’ roles as parents.
   c. Identify three benefits of skin-to-skin contact to baby and mother.
   d. Describe one relationship between maternal depression and the baby’s development.
   e. Describe three positive benefits that single family rooms have on the NICU baby’s development.
3. Introduction to family-centered developmental care
4. Components of family-centered developmental care
5. Facilitating parents’ roles as parents
6. Educational resources for parents
7. The importance of skin-to-skin care
8. Empowering parents and involving extended family
9. Benefits of single family rooms
11. Trauma-informed care scripts for family-centered developmental care
12. What NICU staff can do
13. Key points
14. Family-centered developmental care quiz

PALLIATIVE AND BEREAVEMENT CARE
1. Family story
2. Objectives
   a. Describe one key difference between palliative and bereavement care and identify two situations where palliative care is a reasonable alternative to intensive care.
   b. Describe two benefits of palliative care to parents and two benefits to staff.
   c. Describe three components of a palliative and bereavement care program.
   d. Identify three Potentially Better Practices for providing palliative and bereavement care.
3. Introduction to palliative care
4. Bereavement care
5. Benefits of palliative care
6. Components of a palliative care program
7. Potentially Better Practices for palliative and bereavement care
8. More Potentially Better Practices
9. Trauma-informed care scripts for palliative and bereavement care, part 1
10. Trauma-informed care scripts for palliative and bereavement care, part 2
11. What NICU staff can do
12. Key points
13. Palliative and bereavement care quiz

DISCHARGE PLANNING AND FOLLOW-UP SUPPORT
1. Family story
2. Objectives
   a. Describe two important ways in which discharge planning contributes to a family’s emotional well-being.
   b. Identify three ways to provide parents with emotional support during the discharge planning process and beyond.
   c. Describe two things NICU staff can do to help parents arrange medical follow-up.
   d. Identify two of the roles that home visitors can play in providing emotional support to parents after NICU discharge.
   e. Identify three Potentially Better Practices for NICU discharge and follow-up support.
3. Introduction to discharge planning and follow-up support
4. Components of discharge planning and follow-up support
5. Providing emotional support
6. Arranging medical follow-up
7. Home visiting services
8. Potentially Better Practices for discharge planning and follow-up support
9. Trauma-informed care scripts for discharge and follow-up
10. What NICU staff can do
11. Key points
12. Discharge planning and follow-up quiz

SUPPORTING STAFF AS THEY SUPPORT FAMILIES
1. Staff story
2. Objectives
   a. Describe three ways that supporting staff is important to their care of families and babies in the NICU.
b. Identify three symptoms of compassion fatigue, burnout, and vicarious traumatization in NICU staff and their adverse effects on patient care.

c. Describe two elements of staff support that can help minimize the development of compassion fatigue and burnout.

d. Describe three positive self-care habits and techniques that support staff in maintaining work-life balance.

e. Identify three Potentially Better Practices for supporting staff.

3. Introduction to supporting staff
4. Adverse effects of working in intensive care
5. Types of staff support
6. Creating a supportive culture
7. Self-care practices
8. Potentially Better Practices for supporting staff
9. Trauma-informed care scripts for supporting staff
10. What NICU staff can do
11. Key points
12. Staff support quiz

POST-SCRIPT INCLUDING *REQUIRED* POST COURSE SURVEY

1. Content creators
2. “Experts by Experience:” Our parent contributors
3. How this course was created
4. What should your NICU do next?
5. Once again, we thank our sponsor
6. Survey

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