

Families First: Discussion Group

Improving Care for NICU Families
with a Non-English Language of Preference (NELP)

May 2023

Facilitators

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January 2023 NELP Webinar

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Resource Bundle: NICU Families with a Non-English Language of Preference

Research shows disparities in infant outcomes for families with a non-English language of preference (NELP). The NELP Resource Bundle includes action-oriented, evidence-based, or evidence-derived change ideas that NICU team members can implement to improve outcomes for families with a non-English language of preference and advance health equity.

View the [webinar recording](#) from January 31, 2023.

The NELP Resource Bundle includes:

A **mini-toolkit** of action-oriented change ideas broken out by drivers of disparities and by NICU team role (see documents to the right). The mini-toolkit references many additional tools that can be found in this resource bundle, such as:

1. [Customizable NICU Family Badge Template](#)
2. [Print-and-Go NICU Family Badge Templates](#)
3. [Playlist of Spanish Language NICU Education Videos - Flyer for Families](#)
4. [Playlist of Spanish Language NICU Education Videos - Information Sheet for NICU Staff](#)
5. [Signage for Infant's Crib/Room Indicating NELP Family Status](#)

Resource Category:

[Tool](#)

Date:

January 2023

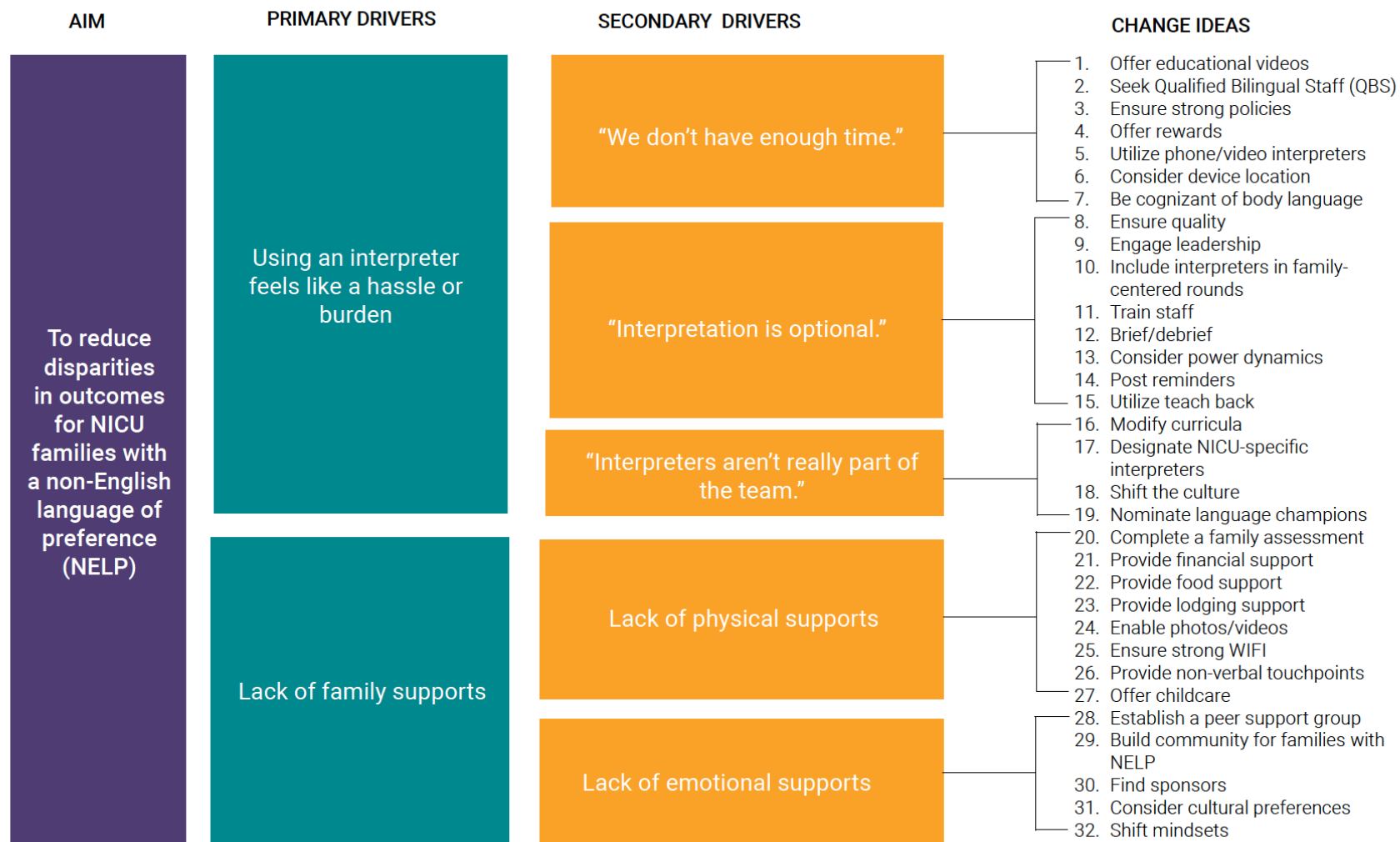
Additional PDFs:

- [Change Ideas for Nurses](#)
- [Change Ideas for Advanced Care Practitioners and Physicians](#)
- [Change Ideas for Support Specialties \(Lactation, OT, etc\)](#)
- [Change Ideas for Administration/Management](#)
- [Change Ideas for Social Workers](#)
- [Change Ideas for Interpreter Services](#)

 [DOWNLOAD MINI-TOOLKIT »](#)

Reducing Disparities for NICU Families with a Non-English Language of Preference (NELP)

This document aims to reduce the disparities that families with a non-English language of preference (NELP) experience in the NICU. Two primary drivers of disparity were identified and a list of action oriented, evidence-based or evidence-derived change ideas were formed. While many of the recommendations below may fall into the Social Worker's job description, it is important that multiple members of the team take ownership to care for patient families with a NELP to ensure they have the most supportive experience.



Families First: Change Ideas

- 10. INCLUDE INTERPRETERS IN FAMILY-CENTERED ROUNDS:** Encourage in-person/phone/video interpreters to be used during family center rounds. This practice will aid staff in forming the habit of using interpreters in other interactions as well. Often with English-speaking families, a brief synopsis is shared with the families at the end of rounds that summarizes the infant's progress and goals for the day. This synopsis could be highlighted through an interpreter for families with a NELP if interpreting every sentence feels unattainable.
- 22. PROVIDE FOOD SUPPORT:** As SNAP and WIC benefits are not sufficient, provide additional food assistance support (grocery store gift cards, hospital cafeteria credit, allowing parents to receive food trays at bedside while they are present, etc) for families.
- 24. ENABLE PHOTOS/VIDEOS:** Enable cameras at bedside or a system of daily photo updates on a secure portal to provide families with access to check in on their infants when they are not able to be physically present.
- 25. ENSURE STRONG WIFI:** Ensure that the wifi connection is excellent in the NICU so that video interpreters will not experience delays or glitches in communication. Perform a sound check with family members at the beginning of each interaction as often the volume on the tablets is too low for family members to hear properly. Headphones can also be provided to the provider/family members if there is a worry about HIPPA violations with the tablet's volume.
- 29. BUILD COMMUNITY FOR FAMILIES WITH NELP:** Hold meetings with former NICU parents who have a NELP and NICU staff to discuss the patient-family experience and care including what went well and what could be improved upon. More [information on Family Advisory Councils can be found here](#). Family Centered Care Committees include multidisciplinary team members (both staff and families) that plan interventions, develop data points to measure progress ([see FCC Pilot](#)), and better integrate families into NICU care.

Discussion Questions

- What **family dynamics** have you had to navigate when working with families with a non-English language of preference (NELP)?
- What **educational resources** do you use? Or what would be useful?
- What does **family-centered care** look like for families with a NELP?
 - What about when their **interpreter preferences** are different from hospital policy?
 - How can we honor and celebrate **cultural diversity** with family-centered care?

Upcoming Discussion Groups

- ✓ **Creating Buy In with Staff** (altering behaviors and systemic changes)
 - April 18th with Henry Lee

- ✓ **Families First** (navigating family dynamics/ preferences, educational resources, languages of lesser diffusion)
 - May 24th with Patty Mier & Jennifer Godfrey

- **Language Logistics** (determining language preference, measuring effective interpretation, phone v. video, medical literacy)
 - June 23rd with Veronica Escobar

Questions?

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