Neonatal Intensive Care Unit Provides Lessons in Improving Patient and Family Experience
NICU Leaders Share Insights on Addressing Experience in New White Paper from The Beryl Institute


The white paper is based on a survey of 105 NICU leaders from four countries. The goal of the research was to engage NICU leaders in identifying where strategy meets practice in the NICU and to create a global repository of best practices for achieving improvement.

With insights transferrable to many settings and service lines, the paper examines patient experience in the NICU through The Beryl Institute’s Experience Framework which includes eight strategic lenses through which organizations can address experience improvement and excellence.

Listed in the order prioritized by survey respondents, the eight lenses are:
- Culture and Leadership
- Policy and Measurement
- Patient, Family and Community Engagement
- Quality and Clinical Excellence
- Staff and Provider Engagement
- Infrastructure and Governance
- Innovation and Technology
- Environment and Hospitality

The paper examines each of the eight strategic lenses illustrating the power of a holistic view of experience and offers best practices and recommendations through the thoughtful reflections of NICU leaders.

“Synova Associates, LLC is thrilled to be part of this important work. The strategic lenses applied to unit-based practice in NICUs globally will give hospitals leaders and staff a common language and a repository for best practices,” shared Catherine Bush, MEd, BA, Partner at Synova Associates, LLC.

“Since 2001, March of Dimes has operated the NICU Family Support® program in hospitals around the U.S. to improve the NICU experience and educate families and staff,” says Lisa F. Waddell, MD, MPH, Senior Vice President and Deputy Medical Officer, March of Dimes. “We are excited to participate in this white paper as a further step in our commitment to improving the lives, well-being, quality of care, and the total dynamic of the entire NICU team experience.”

To access this white paper, visit: [https://www.theberylinstitute.org/store/view_product.asp?id=13619118](https://www.theberylinstitute.org/store/view_product.asp?id=13619118)
About The Beryl Institute
The Beryl Institute is the global community of practice dedicated to improving the patient experience through collaboration and shared knowledge. We define patient experience as the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.

About March of Dimes
March of Dimes leads the fight for the health of all moms and babies. We support research, lead programs and provide education and advocacy so that every baby can have the best possible start. Building on a successful 80-year legacy of impact and innovation, we empower every mom and every family.

About Synova Associates
Synova Associates, LLC delivers exceptional educational experiences designed to engage, energize and transform neonatal and perinatal nurse leadership teams. Synova is dedicated to creating a culture where the leadership experience is rewarding and desirable.