

Ethnographic Interviews

Improving data display in the NICU

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Interviews conducted October 30th - November 5th, 2014

Janene, NICU resident

Main Takeaway: Trends need to be brought to the bedside.

1. “Parents we talk to are extremely educated and informed.”
2. “Bedside displays only have the current vital signs.”
3. “If something bad happens, parents feel like they would have caught it given more information.”

Kate, nurse

Main Takeaway: Parents' needs are diverse and constantly changing, but nurses' should err on the side of more information.

1. "I'm a fan of too much information...there is nothing a parent should not be entitled to know."
2. "We need to be able to communicate every piece of information on an eighth grade level."
3. "When a parent asks *"How is he/she doing?"*, a nurse has to figure out what they mean by that...A nurse has information on both the baby and the family dynamic."

Liz, parent

Main Takeaway: Parents' needs are changing every day and it's overwhelming to keep track of all the information.

1. “My baby was hooked up to 18+ devices...every day I would track her weight, vital signs, blood levels, her plan for the day. I’m a high-information parent.”
2. “I could be that kind of parents some day. I’m overloaded. I have a really bad day. I don’t need every detail about how she is crashing. The nurses have to be able to read the parents: ‘You look you’ve had enough information. I’ll just give you the basics.’ And another day. I would be ready to tackle it, ...learn it.”
3. “Repetition is important.” *Kate interjects: “Yes. We have to say things over and over and over again for them to stick.”*

Nina, parent

Main Takeway: Parents want data in context that they can understand. To get this, they turn to their trusted nurses.

1. “I prefer to talk to someone rather than look at the monitor”
2. “My experience was very directly related to my interaction with the current nurse.”
3. “I can get the information, but I’m not a doctor, so I don’t know what’s important...I need to have a doctor guide me through it.”

Janice, nurse

Main Takeway: Nurses' depend a lot on the data, but it's often hard to discern a story from the numbers.

1. "EPIC has a lot of good information that parents cannot see. But giving this to the parents would be an extra task."
2. "I'd like to be able to write a story, but the EMR doesn't have room for that..."
3. "I look to the monitor to tell me whether or not I need to talk over to check on the baby."