

Iglüe

Redesigning the NICU:

Melissa Runsten, Neal Mulrich, Saul Lopez

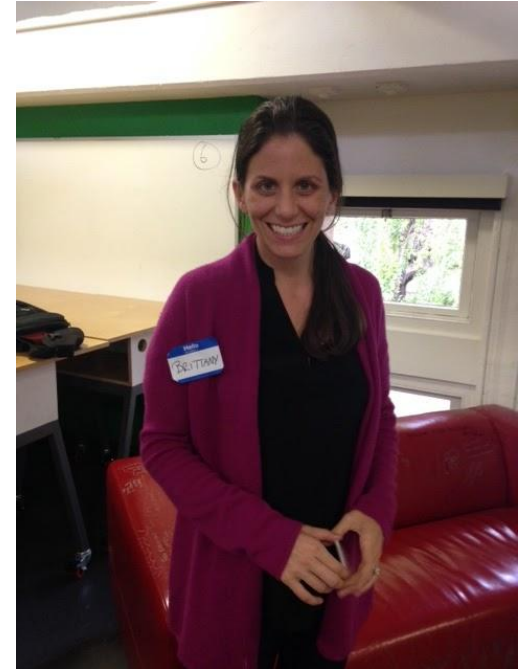
Brittany (1st Time Mother)

Picture of interviewee:

- “There is no privacy even in the family room to sit and think”
- “The NICU needs color, a chair, a place to decorate, a tranquil place, and a place outside.”
- “Parents want to get out, but they don’t know how...How do you get out of the NICU?”

Main takeaways/Major insight:

- A space to escape (mentally and physically) in the NICU is important both to have alone time and maintain some sense of normalcy.



Madeline (NICU Nurse)

Picture of interviewee:

- “The nurses create a monthly birthday and celebrate every time the baby gains a pound.”
- “It’s difficult to bring siblings into the NICU--they want to push all the buttons.”
- “Parents spend time “sitting there staring at the monitor, staring out at your baby, staring out the window if there is one.”

Main takeaways/Major insight:

- Single family rooms work well.
- Nurses care deeply about their patients and often neglect their own needs. She needs easy environmental cues to maintain a healthy lifestyle.



Jennifer (1st Time Mother)

Picture of interviewee:

- “I brought something with my scent in there - I slept with a teddy bear for one week and then gave it to him”
- “The space isn’t conducive to what we *know*.”
- As a parent, you feel the intensity of the NICU. “It doesn’t feel warm. It feels dungeon-y.”
- “It didn’t occur to me [to exercise or find ways to relieve stress].”
- “When I had a moment, [the parent room] did not feel like a relaxing place to be. It felt super antiquated and like a holding center.”

Main takeaways/Major insight:

- The NICU doesn’t necessarily incorporate best practices.
- There’s no warmth in the NICU. The experience leaves a lasting impact.



Jenene (NICU Fellow)

Picture of interviewee:

- “My day as a fellow is very chaotic and unrepeatable”
- “There are no boundaries. Everyone’s just...hanging out.”
- “Some of the relationships I have with the parents are potentially the most salient”
- “One mom taped herself singing and put her phone in her baby’s isolette so the baby could hear her voice.”

Main takeaways/Major insight:

- She needs a way to simultaneously care for multiple patients and hop from one task to the next.
- She must balance empathy and efficiency.



Michael Stevens

Picture of interviewee:

- **“We didn’t look for [places to escape]. When we were there, we were focused on Jillian. We didn’t spend time in the hospital unless we were at her bedside.”**
- **“We weren’t at a point in our lives that we could take in what they were telling us, so we wanted others to make the decisions for us.”**
- **“I think looking back it would have been very beneficial to have someone who was a little bit more aware of that type of situation, that could have helped us recognize what we were feeling and justify what we were feeling.”**

Main takeaways/Major insight:

- **He needed a chance to step back and see the big picture while in NICU in order to avoid family separation later on.**

