

Observations from NICU Interviews

Cesare Jenkins - Josh Feler - Dwayne Hong

Quotations  **TAKEAWAYS**

Janice — Nurse

“When the alarm goes off, “you just want to sprint to it...When the critical situation is going on, the alarm is still going on. More panic, freaks parents out. I wish there were a remote or a way to turn it off during emergency.”

“I hate when parents touch the alarm... I do not like when parents touch the alarms. I like doing my work”

“There are not really distinguishable alarms – I need to make sure by turning around and looking at them.”

TAKE AWAY: We need a better way to manage alarms after they go off.

Quotations



David - Parent

“You only realize how loud it is when you go in during the night.”

“Alarms are just shit. No matter what, you are like, ‘Oh my God.’ ...

It never get’s easier if it’s your kid. There is no getting comfortable with the life and death think.”

“Tell the nurse about changing the alarm to diminish guilt.”

“I would like to know if something is happening to my kid. If it is someone else’s kid, it’s okay. It’s awful. I feel for you but thank god it’s not mine.”

TAKE AWAY: We need a better way to manage alarms after they go off.

Quotations



Nicole - M.D.

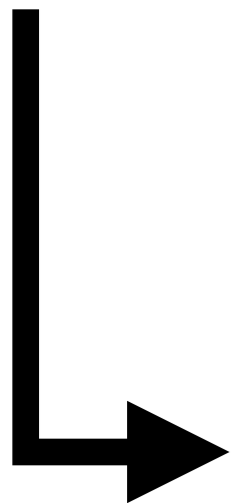
“ignore slow rate alarm, only notice louder and faster alarm after ten seconds to see why nurses have not turned it off yet.”

“Sometimes, it’s not an important vital change. Sometimes, it is the misconnection of the device. Sometimes, a nurse cannot physically move herself to the alarm to turn off non-urgent alarm... sometimes things did happen and babies recovered but alarms continue to let nurses know that it DID happen.”

“10% needs urgent response/intervention; 40% false alarms that I do not care about; the rest are informative... all kinds of false alarms”

TAKE AWAY: The nurses are filtering the alarm data to remove false alarms, and record important data.

Quotations



Brittany - Parent

“You get used to the different noises and learn which ones to freak out about.”

“He fluttered with silence.”

“My kid was lying next to the tube. He would desat every time it operated.”

“In a perfect world, you wouldn’t hear any alarm at all. Nurses need to know who needs help when the designated nurse isn’t there.”

TAKE AWAY: There are good noises, ok noises, and BAD noises... it takes a while to learn which are which.

Quotations



Jeff and Jenny - Parents

Quotations

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“The monitor was a two-edged sword, it was great when things went well, but really stressful when it wasn’t”

“I was constantly looking at the monitor... I could tell you what her oxygen saturation levels were at any hour of the day”

“Sometimes we just wanted it all to be quiet... maybe you could take away the beeping from the monitors and put it in the nurses station only”

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TAKE AWAY: Sometimes the best sound is no sound at all.