

International Conference on
PEDIATRICS & NEONATAL HEALTHCARE

March 14-15, 2019 | London, UK

Mapping parental needs in a neonatal (intensive) care unit as first step to develop a NeoParent mobile application

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The admission of a baby on a neonatal intensive care unit (NICU) is the start of a difficult period for parents. They are overwhelmed by emotions, information and the high-tech environment. Personalised information, communication, individual support and parent-participation are important. As a first phase of the development of a NeoParent mobile application, parental needs/experiences in a NICU were identified.

A descriptive qualitative approach was used conducting 11 semi-structured interviews. Inclusion criteria were a NICU-admission <1 year ago, 18-year, Dutch-speaking. Interviews were audiotaped and transcribed verbatim. Thematic analysis was performed to identify themes/patterns that emerged in the narrative content using NVivo.

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