



How My Experience Can Help You Gain And Keep The Trust of a NICU Parent

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Disclosure

- Neither myself (Jennifer Degl) nor *Speaking for Moms and Babies, Inc.* has any financial relationship to disclose with NYSPA.
- My views do not necessarily reflect the views of members of NYSPA.



Objectives

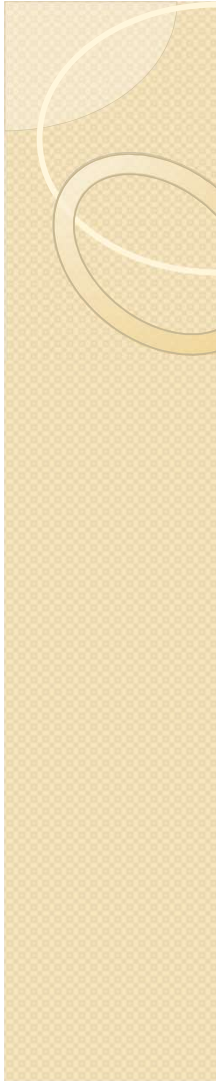
- Explain what it's like, as a NICU parent, to suffer through a life-threatening pregnancy and traumatic premature birth and how that impacts relationships, emotions and decision making
- Describe what is going on in a NICU parents mind, as they watch from the sidelines and others care for their baby
- List strategies to help you gain and keep the trust of a NICU parent, so all babies have the best outcomes and all families have the best NICU experience

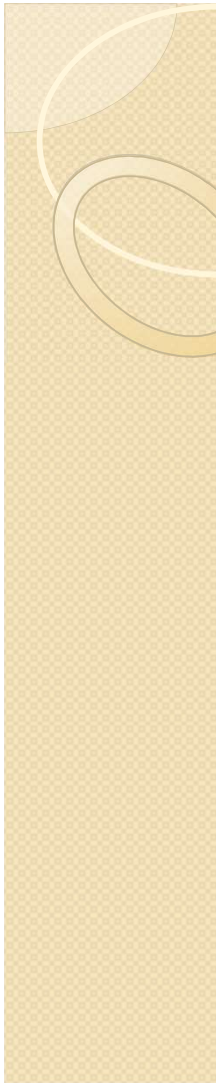
my life
is great!

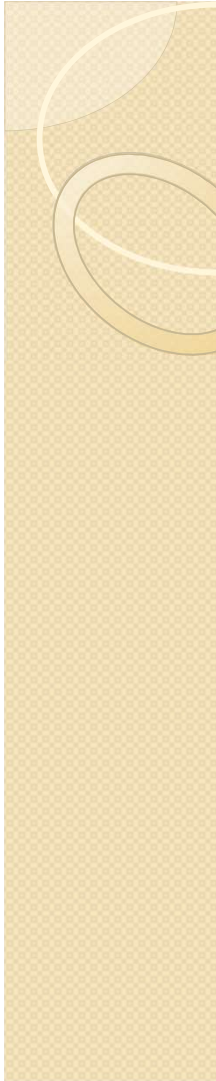

























Your everyday interactions with
parents and families shapes the
whole NICU experience and will
have an effect on a baby's future.

You words are that important!

No pressure 😊

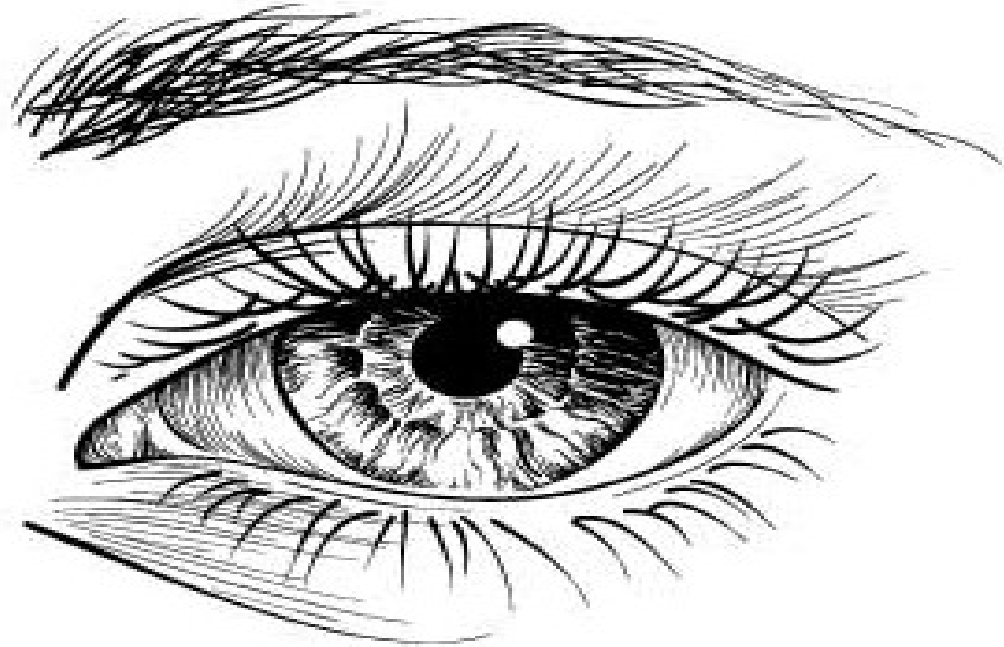


Parents of NICU babies are at a greater risk of developing:

- Postpartum Depression (PPD)
- Post-Traumatic Stress Disorder (PTSD)
- Perinatal Mood Anxiety Disorder (PMAD)

These can develop quickly after delivery or not for several months or even years- according to recent studies.

**“Trauma lies in the eye of the
beholder”**



Smile 😊











How Can You Get Me To Trust You?

- Name calling
 - Listen actively
 - Follow up
 - Reintroduce yourself until you don't need to
 - Acknowledge my grief and feelings
 - Be patient with me
 - Laugh or cry if you need to- be genuine
 - Care
-



How Can You Keep My Trust?

It's pretty simple, yet takes time...

Keep reminding me that we have the same goals.

1. The best outcome for my baby
 2. The best possible NICU experience for my whole family
-

Maybe you went through it
and survived it just so you could
help someone else make it through.

Awakened Spirit





Pain → Perseverance → Passion

- I kept a journal during my daughter's 121 days in the NICU
- I realized that other parents needed to hear our story of pain and perseverance, so I wrote and published a book
- I began to travel the country advocating for moms and babies at conferences and Lobby Days and Senate Hearings
- I published a second book
- I started the first ever NICU parent mentor program at my daughter's former NICU
- I co-chair and sit on the Board of Directors for many organizations in both the neonatal and maternal health spaces

Pure Joy





Thank you



www.speakingformomsandbabies.com



Resources

- [Speaking for Moms & Babies, Inc.](http://www.speakingformomsandbabies.com)
www.speakingformomsandbabies.com
- [Preemie World](http://www.preemieworld.com)
www.preemieworld.com
- [Preemie Parent Alliance](http://www.preemieparentalliance.org)
www.preemieparentalliance.org
- [NIDCAP](http://www.nidcap.org)
www.nidcap.org
- [International Neonatal Consortium](http://www.c-path.org/programs/inc)
www.c-path.org/programs/inc