

Title: Area Map for Families in the NICU

MAP PHASE: Acute

PBP: Orient the family to the NICU Environment, policies and guidelines

Source: Sunnybrook Health Sciences Centre
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Case Study:

Many Sunnybrook NICU families are not familiar with the area where the hospital is located. Because NICU families often have the need to access a bank, drug store, food store, Canadian Blood Services, Ronald McDonald House, The Hospital for Sick Children and other services in the area, the staff often drew ad hoc maps for the families or they relied on staff's verbal directions. English is not the first language for many of our families so verbal directions could be confusing. To meet the needs of all families, we created an area map that indicated important locations around the hospital.

We accessed a map from MapQuest and then added the points we felt were common needs for our NICU families. We then asked families what other locations they might need and added these to the map. After the map was drafted, we reviewed the map with families for additional comments/feedback. The maps are now posted on a family bulletin board. We are measuring the impact/satisfaction of the maps by recording how often we have to replenish the supply of maps.