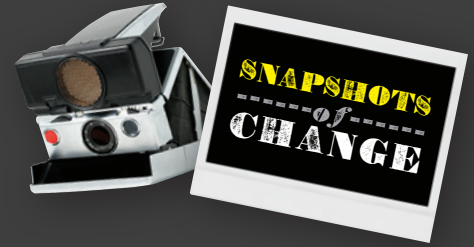


## FEATURED TEAM

Neonatal Intensive Care,  
Downey Medical Center



# Neonatal unit's 'Three Cs' for outstanding service



### WHAT THEY DO:

#### Comfort, creativity, communication

- Encourage parents to hold their babies, **skin to skin**, on their chests, sometimes for several hours at a time.
- Provide a quiet, **private room** for parents, giving them a chance to rest, shower and make difficult decisions about their child's care.
- Converted a crash cart into a **craft cart** so parents can make a personalized tag for their baby's crib.
- Offer **scrapbooking workshops** to give babies' parents and siblings a creative outlet and informal venue for interacting and supporting one another.

- Created a **parent handbook** that consolidates the many one-page handouts parents received.
- Care providers from all related departments **regularly round** to prevent gaps and delays in care.

### RESULTS

Percent of patients who agreed with the statement, "I would prefer to return to Downey Medical Center if care is needed."



Read more about this team's work and other successful practices on the Labor Management Partnership website, [www.LMPpartnership.org](http://www.LMPpartnership.org).