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2021

## Communication during hospitalization

Breakthrough RESEARCH

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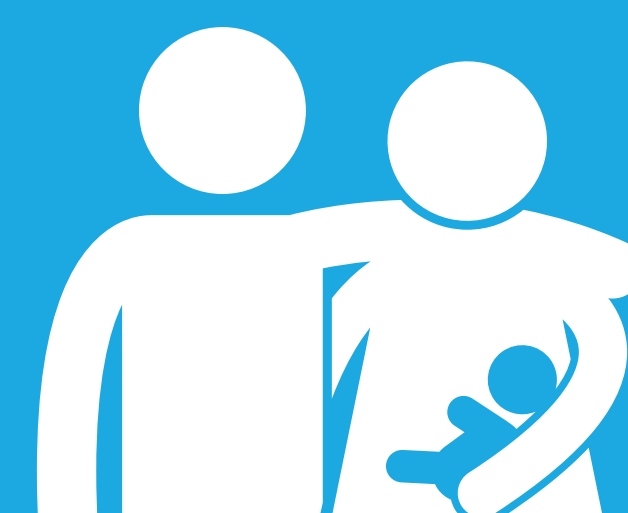
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# COMMUNICATION DURING HOSPITALIZATION

## HEALTHCARE PROVIDERS



## PARENTS/ CAREGIVERS



Introduce yourself and your role  
Be respectful, polite, and empathetic  
Use local language and speak slowly

### ADMISSION



Introduce yourself and your child  
Be respectful, polite, and patient

Explain and decide on the child's care plan with parents/caregivers and provider team  
Provide regular updates to parents and family promptly  
Listen carefully to parents'/caregivers' questions and concerns  
Answer any questions or concerns raised by parents/caregivers or refer appropriately

### CARE PLAN



Ask for information about your hospitalized child's care plan  
Voice your opinion about your child's care plan  
Raise questions about your child's care  
Ask for updates on your child's treatment plan

Allow and actively engage parent/caregiver participation in ward rounds  
Explain clinical results and child's progress to parents/caregivers during ward rounds

### WARD ROUNDS



Ask for an explanation of your child's progress during ward rounds  
Seek information on test results and next steps in care

Explain the feeding methods for sick children, why, and how often to feed their child  
Counsel the mother on breastfeeding and coach her on how to express breast milk if child cannot suckle  
Show parents/caregivers how to feed their child and how to use weight charts

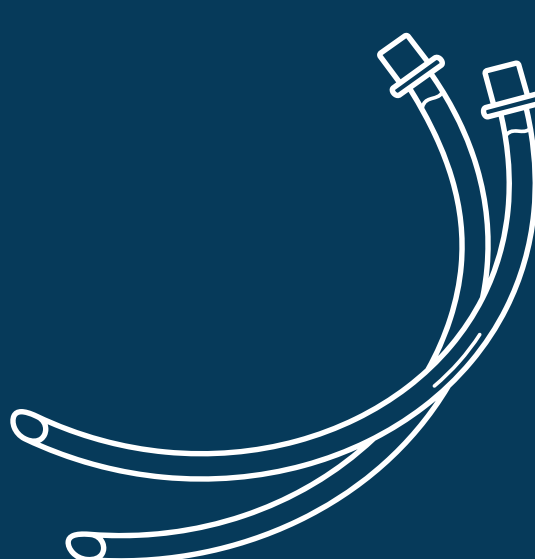
### FEEDING



If your child is less than 6 months old exclusively breastfeed your child and ask how to breastfeed or express breast milk  
If your child is more than 6 months old, feed your child a balanced diet and breastfeed on demand  
If your child is unable to eat by mouth, ask to participate in feeding your child  
Assist in filling information on your child feeding and weight charts

Explain why the NGT procedure is needed and allay any concerns  
Explain how the procedure will be done and ensure the child's pain and/or discomfort is minimized  
Explain how to care for the child after the NGT insertion  
Demonstrate feeding methods so parents can support their child (including care of the tubes)

### INSERTION OF NASAL GASTRIC TUBES (NGT)



Support the provider during tube insertion by soothing, comforting, and talking to your child  
Support the provider in caring for the tubes and follow infection prevention rules  
Ask if you can participate in NGT feeding and for the provider to demonstrate NGT feeding  
Note: your child's feeding method may change from time to time depending on your child's condition

Inform the parents/caregivers about the procedure, why it is required, and what is involved  
Allow the parents/caregiver to be present and encourage them to help comfort the infant if feasible  
**MAXIMUM 3 attempts allowed then you must seek help (use discretion with very small infants or infants with difficult access)**

### INTRAVENOUS (IV) CANNULAS FOR TREATMENT



Use comfort measures as needed (swaddling, non-nutritive suckling, warmth, shield child's eyes from direct lighting)  
Help the provider check for signs of inflammation (swelling, pain, coolness of skin, and leakage at site)

Orient the parents/caregivers on the ward environment, use of bathrooms, and sleeping areas for parents/caregivers  
Share information on the use of feeding spaces and incubators  
Explain infection prevention control measures on hand washing and wearing masks  
Explain facility policies on visitation and family members  
Ensure a calm and soothing environment for sleep by minimising bright lights and loud noises  
Coach the caregiver on how to reduce pain and discomfort by breastfeeding, swaddling, cuddling, singing/humming, suckling for soothing, and skin-to-skin care when in the hospital and to practice upon discharge

### WARD ENVIRONMENT (INCLUDING FEEDING, SLEEPING)



Ask about the ward environment and visitation policies  
Seek information for your comfort and safety, as well as warmth and safety of your child such as cots, rails, and warmers  
Seek information on how to support sleep and minimise your child's pain during and after procedures  
Follow provider's advice on how to breastfeed, swaddle, sing or hum, suckle for soothing, and skin-to-skin care  
Inform providers when child shows signs of distress  
Provide feedback to the provider on experience of care (complete the exit forms using phone, SMS, or suggestion box)