

The People You Will Meet Inside Your NICU Neighborhood

Welcome to the Neonatal Intensive Care Unit (NICU). Caring for your baby during this time can be scary. We want you to feel like a parent and not a guest at your baby's bedside. Knowing all the different roles of NICU staff can help you feel more comfortable when meeting the staff members who care for your baby.

We believe that every person inside our unit has an important role. Each is a member of our team. The unit runs smoothly each day because of the work each person does.

This handout is given to help you feel more comfortable in your important role as your baby's parent or guardian. We recognize that you are an important part of your baby's healthcare team. Please let us know what else we can do to become better partners with you.

Below is an alphabetical list of NICU Primary and Support Staff. Attached is a glossary of job titles and roles. Thank you for allowing us to care for your family.

Primary Care Staff

Bedside Nurse
Charge Nurse
Clinical Nurse Manager
Discharge Coordinator
Neonatologist
Neonatal Nurse Practitioner

NICU Administration
NICU Respiratory Manager
Parents/Guardians
Respiratory Therapists
RN, Parent Educator

Support Staff

Case Manager	Nursing Care Technician
Chaplain	Nutritionist
Family Support Representative	Occupational Therapist
Janitorial Staff	Physical Therapist
Lactation Consultant	Social Worker
Log Technician	Speech Pathologist
	Technician

NICU Primary Care Staff

Primary Care Staff are first responders to your baby's healthcare needs. Each member is a trained and licensed medical professional. Many of these staff members will become very familiar to you during your child's NICU stay. Below is a glossary of roles performed by each primary staff member.

Bedside Nurse	Primary medical care giver of patient who usually works 12 hour shifts.
Charge Nurse	Supervises staff on the floor during his/her assigned shift.
Clinical Nurse Manager Unit Head of Nursing Staff	Supervises unit nursing staff 24 hours a day. Problem solver when situations increase to point of truly needing attention of first tier supervisor.
Discharge Coordinator	A nurse who plans for discharge with the family and health care team. Makes sure checklist for

transitioning home (teaching, home care and after care follow up) is completed before parents room-in (spend the night at hospital caring for baby in bedroom beside the NICU).

Neonatologist
Head of Entire Unit

A doctor who specializes in caring for patients inside NICU.

Neonatal Nurse
Practitioner

A registered nurse with a master's degree in the nursing field of neonatology. Performs exams and procedures under the supervision of a neonatologist.

NICU Administration
RN, Staff Nurse

Staff "computer person", supports staff, performs nurse education/training and maintains staff scheduling.

Parent/Guardian

Primary family member whose baby is in the NICU.

NICU Respiratory
Manager

Keeps patient breathing by monitoring oxygen and breathing equipment. Supervises all respiratory therapists inside the unit.

Respiratory Therapist

Keeps patient breathing by monitoring oxygen and breathing equipment.

RN, Parent Educator

CPR/Discharge Teacher

NICU Support Staff

Support staff is an important addition to your child's healthcare team. Each has been trained and plays a visible role inside the unit. Members create a team approach with primary unit staff. This makes it possible to give well rounded services and care to patients and their families. Below is a glossary of Support Staff Team Members.

Case Manager	Reviews medical needs of patient and speaks with insurance companies. Assists with discharge and home care plans.
Chaplain	Gives support to and prays for the babies, parents, families, and staff. There is a chaplain on call 24-7.
Family Support Staff Representative	Promotes family centered care inside the NICU.
Janitorial Staff	Keeps all hospital units clean and safe for patients, families, and hospital staff.
Lactation Consultant	Assists with mother's breast feeding challenges and concerns.
Log Technician	Cleans medical equipment. Organizes medical supplies. Assists bedside nurses by feeding and soothing infants. Runs immediately needed errands for staff that cannot leave the unit. If the unit is small and without a secretary, this staff member will also complete

admissions/discharge paperwork and answer the phone.

Nursing Care Technician Small NICU's assign secretarial responsibilities to the Log Technician. Larger NICU's assign desk work responsibilities to a secretary. This person completes admissions and discharge paperwork, answers phones, and checks in parents/guardians and their chosen support persons.

Nutritionist Advises on amount of needed daily calories and food quantities for patient to grow and thrive.

**Occupational Therapist
Physical Therapist** OT's and PT's are trained to address positioning, muscle tone, motor patterns, range of motion, and how your baby responds to his/her environment. The OT also helps with feeding skills. The PT will help care for any skin wounds your baby may have.

Social Worker Provides family support, assists with social issues, concerns, and discharge needs.

Speech Pathologist Assists in developmental and mechanical feeding challenges.

Technician Performs specific tests (x-rays, EEG, EKG, Ultrasound, etc.) ordered by the neonatologist.