

Immediate Release

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Christiana Care Health System Recognized for Excellence in Patient and Family Centered Care at Christiana Hospital's NICU

(WILMINGTON, Del. – Nov. 4) [Christiana Care Health System](#) has been recognized by Press Ganey for its innovative programs that enhance patient and family centered care with a “2014 Success Story Award.”

Christiana Care received the award for programs that support families in the neonatal intensive care unit (NICU) at Christiana Hospital, the only high risk delivering hospital in Delaware that offers the highest level of non-surgical care to the most critically ill newborns.

The award, which recognizes organizations that have statistically improved patient experience outcomes, was presented to Christiana Care Tuesday during Press Ganey's annual conference in Orlando, Fla. Press Ganey is a nationally-recognized healthcare performance-improvement firm.

“Our NICU becomes a second home for the families of our tiniest patients so we have made it into an emotionally-supportive and welcoming place for them,” said Carlos Duran, M.D., FAAP, a neonatologist and chair of the NICU Patient and Family Centered Care Team at Christiana Care. “Even though our neighbors face understandable anxiety when their babies need medical care, they can take comfort in the programs we've put in place to create a healing environment in our NICU.”

During the past two years, Christiana Care has launched several initiatives within the NICU to create a more patient and family centered experience for the newborns and their loved ones. These include:

- The NICU Ambassador Program – Christiana Care volunteers escort families of babies to the NICU and help them with non-medical concerns, such as showing them how to properly scrub before entering the NICU.
- Neonatologist follow-up calls – Christiana Care neonatologists call families at their homes shortly after their newborns have been discharged from the NICU to address any new concerns they have.
- Patient care white board – White boards placed near each NICU crib post the name of the newborn and the name of his or her nurse so families have a clearer understanding of who is caring for their baby.

- Educational brochures – New family-friendly brochures are designed to make it easy for families to absorb medical information while their newborn is in the NICU.

“We strive to provide our patients with high-quality medical care, and we are committed to creating a positive, memorable experience for them and their families,” said Shawn R. Smith, MBA, vice president of patient experience at Christiana Care. “This award is a validation of that commitment and of our promise to serve our neighbors as respectful, expert, caring partners in their health.”

About Christiana Care Health System

Christiana Care Health System is one of the country’s largest health care providers, ranking as the 22nd leading hospital in the nation and 12th on the East Coast in terms of admissions. A not-for-profit teaching hospital affiliated with Sidney Kimmel Medical College at Thomas Jefferson University, Christiana Care is recognized as a regional center for excellence in cardiology, cancer and women's health services. Christiana Care is home to Delaware's only Level I trauma center, the highest capability center and the only one of its kind between Philadelphia and Baltimore. Christiana Care also features a Level III neonatal intensive care unit, the only delivering hospital in Delaware that offers the highest level of non-surgical care to the most critically ill newborns. Christiana Care includes two hospitals with 1,100 patient beds, a home health care service, preventive medicine, rehabilitation services, a network of primary care physicians and an extensive range of outpatient services.

For more information about Christiana Care, visit www.christianacare.org/howweare.

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