

## “Say This, Not That”



“Say This, Not That” is a game our Developmental Care Champions created to discuss the use of family centered language in the NICU. **REMEMBER:** Words are important. Words can shift attitudes in a positive direction!

*“It's important for us to realize the importance of words. The weight that words have.” - Mary Coughlin*

Below are ideas for language shifts at bedside that emphasize compassion towards our babies and that empower families. Click the attached document for additional tips on communication/compassionate care in the NICU!



### **"Say This, Not That"**

1. "Do you have any questions?" **SAY INSTEAD:** "What questions can I answer? Some parents have asked about... [insert ideas to encourage discussion]"
2. "The baby can sense when you're stressed, please calm down" **SAY INSTEAD:** "You've got this, and let me show you how you've got this (incorporate family into care)"
3. "Your baby failed extubation." **SAY INSTEAD:** "Your baby is telling us that right now is not the time to extubate."
4. "This baby has been just misbehaving all day!" / He's being grumpy today" **SAY INSTEAD:** "Something is bothering the little guy today. Let's work together to figure out what it is."
5. "You're fine...stop..." **SAY INSTEAD:** "They're doing a great job of letting me know that something is off today. What do you think it is?"
6. "I get it" or "I understand how you're feeling" **SAY INSTEAD:** "I hear you."
7. "Oh, you're grumpy (or sassy) today" **SAY INSTEAD:** Baby B has been trying to tell me something today, maybe you can help do some positive touch and we can figure out what they are upset about?
8. Use Neutral language/"Some parents...other parents...": Kangaroo care, holding, diapering, etc. **Example:** "Do you want to do kangaroo care? *Some parents* really love to do it first thing in the morning. *Other parents* prefer to wait until later in the day."