Keywords: Family-centred care; Neonatal Intensive Care Unit, neonatal nursing.

Family-centred care is a philosophy of care characterized by partnership and respect between healthcare professionals and families (and patients), demanding a systematic assessment of the complexity of each family, including their beliefs and values, communication style, and ability to make decisions.

This presentation will unfold the evolution of nursing care delivered at a Neonatal Intensive Care Unit of a University Hospital in the north of Portugal, since its origin in 1983 to the present day.

Some milestones will be analysed such as the inclusion of parents in the care delivery, the implementation of kangaroo care, the systematic discharge protocol or the recent award of Newborn Individualized Developmental Care and Assessment Program (NIDCAP) Certified Centre.

Next developments, starting this year, include the development of the primary nursing model for nursing staff allocation and quality audits for assessing quality of care and patient safety.

OC46 – NIDCAP at hospital São João – the journey

Madalena Ramos (Portugal)¹; Carla Castro (Portugal)¹;
Florabela Neto (Portugal)¹; Ligia Silva (Portugal)¹;
Fátima Clemente (Portugal)¹; Hercília Guimarães (Portugal)¹

¹ *Centro Hospitalar de São João, Hospital Integrado de Pediatria*

Theme: Complex health care and chronic disease management.

Keywords: Newborn Individualized Developmental Care and Assessment Program (NIDCAP), Neonatal Intensive Care Unit (NICU), premature.

In 2003, a group of professionals from Oporto went to Boston in the United States in order to get to know the NIDCAP program and brought it to Portugal, because they believed that individualized care is the adequate response to the developmental needs of preterm babies and their families, a concern of the unit since its inception.

The healthcare professionals were certified in the program, which began at the unit on 11 June 2011. Since then a better support system was provided to both families and professionals through systematic observations that provide guidelines for care, based on interpretation of the signs that preterm babies show.

On 1 April 2015 the São João NIDCAP Training Center opened, the only Portuguese-speaking center in the Federation, providing training to healthcare professionals working in NICUs.

We intend to present this journey and the benefits it brought to the Hospital São João's NICU.