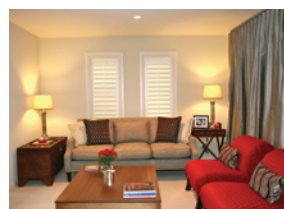

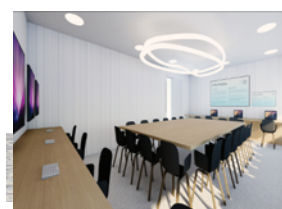









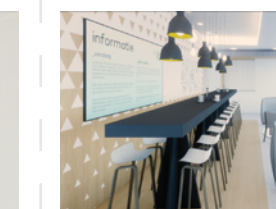
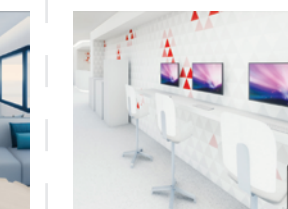
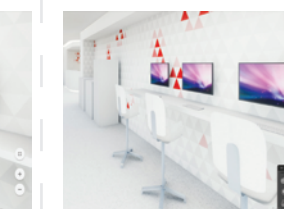
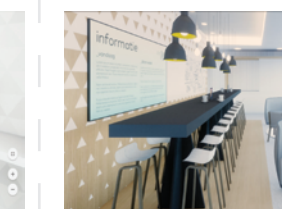




















# Future experience map of NICU nurses at a new Single Bed Unit (SBU) department

An estimation of future NICU nurse work satisfaction by weighing the positive and negative elements for each work value per theme and by estimating the effects of potential design interventions.

Stages (24h)	Before shift			Beginning of shift												Middle of shift															End of shift	After shift
Themes	Personal life			Preparing	Planning	Coaching parents	Nursing	Collaborating with doctors	Collaborating with team leaders	Collaborating with other nurses	Working with support team	Educating students	Collaborating with Obstetrics	Doing logistics	Breaks	Workgroups	Personal developmnt	Rounding up	Personal life													
Actions	- Spending time with family - Doing hobby's - Life obligations - Relaxing - Studying			- Parking - Changing - Storing valuables	- Assembling nurse team - Discuss deviation of shifts, patients & buddies - Drink coffee - Alignment at SBU - Discuss plan with buddy	- Help breastfeeding - Teach nursing - Give mental support	- Update EPD - Give medication - Give food - Wash/clean - Respond to situation	- Doctor's round - Multi-disciplinary meeting - Assist with research/ok/transport - Medical questions	- Multi-disciplinary meeting - Organizational questions - Private meetings - Evaluations - Workgroup meetings	- Discuss patient plan - Supporting - Chit chat	- Receiving medication - Receiving introduced parents - Receiving labelled food - Receiving new stock	- Teach theory and practice - Make education plans - Evaluate work	- Couplet care nursing - Patient admissions	- Cleaning beds - Getting clean incubator - Preparing medication - Preparing food - Disposing garbage - Get medical equipment - Restock disposables	- Food breaks - Coffee breaks - Toilet breaks	- Work individually - Work together - Communicate results /decisions - Reading mails - Collaborating with third parties like other UMC's	- Clinical lessons - Studying	- Alignment - Change - Gather valuables - Optional cup of hot drink	- Spending time with family - Hobbying - Life obligations - Relaxing - Studying													
Locations																																
Most important Work values per theme	<b>- Wellbeing</b> <b>- Stress reduction</b> <b>- Fun &amp; entertainment</b>			<b>- Affiliation</b> <b>- Stress reduction</b> <b>- Organization</b>	<b>- Affiliation</b> <b>- Organization</b> <b>- Information</b>	<b>- Self-transcendence</b> <b>- Rewarding</b> <b>- Stress reduction</b> <b>- Information</b>	<b>- Self-transcendence</b> <b>- Stress reduction</b> <b>- Quality</b>	<b>- Affiliation</b> <b>- Rewarding</b> <b>- Organization</b> <b>- Information</b>	<b>- Self-actualization</b> <b>- Rewarding</b> <b>- Organization</b> <b>- Information</b>	<b>- Affiliation</b> <b>- Rewarding</b> <b>- Wellbeing</b> <b>- Fun &amp; entertainment</b>	<b>- Affiliation</b> <b>- Stress reduction</b> <b>- Organization</b> <b>- Information</b>	<b>- Self-transcendence</b> <b>- Rewarding</b> <b>- Organization</b> <b>- Quality</b>	<b>- Self-actualization</b> <b>- Affiliation</b> <b>- Organization</b> <b>- Information</b>	<b>- Organization</b> <b>- Quality</b>	<b>- Affiliation</b> <b>- Wellbeing</b> <b>- Stress reduction</b> <b>- Fun &amp; entertainment</b>	<b>- Self-actualization</b> <b>- Self-organization</b> <b>- Quality</b>	<b>- Self actualization</b> <b>- Quality</b> <b>- Information</b>	<b>- Rewarding</b> <b>- Wellbeing</b> <b>- Fun &amp; entertainment</b>	<b>- Wellbeing</b> <b>- Stress reduction</b> <b>- Fun &amp; entertainment</b>													
																																
Positive influence on work values	● Patient work cannot be brought home (+2) ● Fun facebook group (+0,5)			● Small lockers at the department (+1) ● Clear work schedule (+1)	● Large coffee room (+2) ● Buddy system (+2)	● Privacy of SBU (+2) ● Parents are present more often in the SBU (+1,5) ● Skills lab facility (+1,5) ● Emergency button (+1)	● No beeps of other nurses patients (+2) ● Potential help parents (+1) ● Potential help buddy (+1,5) ● EPD available at both SBU and nurse post (+1) ● Protocols available at SBU computer station (+1) ● Door light to indicate a care professional is inside (+1)	● Collaboration in the quietness of the SBU (+1) ● Large meeting room (+1) ● Appointments to see patient ensure no nurse misses this moment (+1)	● Team leader offices at both patient lobs (+1) ● Transparent doors show openness to team (+1) ● Newsletters (+1) ● Small collaboration rooms for private talks (+1)	● Buddy system (+1,5) ● Nurse posts (+1,5) ● Beeper system (+1,5)	● Satellite pharmacy at the department (+2) ● Host to receive and prepare parents (+1) ● Large coffee room (+1)	● Skills lab facilities (+1,5) ● More safe learning environment at SBU (+1) ● Collaboration spaces (+1) seperated ● Flex workspaces for study, research & preparation (+1)	● Departments border (+1) ● Couplet care rooms (+2) ● Lessons about each others patient category (+2)	● New facilities (+3) ● Locally arranged 24 hour storage at SBU (+1) ● Incubator washing street at the department (+1)	● Coffee/snacks (+1) ● Enough kitchen gear like microwaves (+1,5) ● Buddy system to protect break time (+1) ● Thank you postcards from parents (+0,5) ● Television for events (+1) ● Enough collaboration spaces elsewhere (+1)	● Flex workspaces (+1,5) ● Collaboration spaces with facetime facilities (+1,5) ● More expertise with larger group (+1) ● Larger number of patients equals more valid & faster research results (+1,5)	● Skills lab facilities (+1) ● Daily lessons (+1) ● Flex workspaces (+1) ● Possibility to learn basic mother care (+1)	● Lockers at department (+1) ● Large coffee room (+2)	● Patient work cannot be brought home (+2) ● Fun facebook group (+0,5)													
Negative influence on work values	● Shift work (-2) ● Whatsapp group (-0,5) ● Work Emails (-0,5) ● Studying (-1)			● Crowded parking place (-1,5) ● Cue for clothing machine (-1) ● Changing individually in the old basement (-1,5)	● Unclear rules about the deviation of patients (-0,5) ● Fixed alignment time (-1) ● Barely seeing the nurses from the previous shift (-1)	● Low visibility at SBU if parent get aggressive (-2,5) ● Parents no reliable factor for 'care intensity' (-1) ● Unit is family's domain (-1,5)	● Pocket beeper alarm (-1) ● Low visibility at SBU (-2) ● No means to call for help with hands in incubator (-1) ● Few ways for informal contact with colleagues while nursing (-2)	● Few chances of seeing each other in large department (-1) ● Shift times not aligned (-1) ● No means to locate each other quickly (-1,5) ● Doctors rooms are located five floors higher (-2)	● Team leaders not present at units or nurse post (-1,5) ● Little visibility of team leader activities (-1) ● Shared office hurts short private talks with team (-1) ● Offices in the corners (-0,5) ● No clear way to communicate with entire team (-0,5) ● Big team per team leader and no sharable files (-1)	● Low visibility in units (-1) ● Distance between each other while nursing (-1) ● No auditory privacy at nurse post (-0,5) ● No handsfree alarm (-1) ● Many rooms and no means to locate each other (-1,5)	● Patients and parents barely visible for pharmacy workers and other team members (-2) ● Food preparing kitchen at different floor (-1) ● Few shared moments in work routine (-1)	● Only one patient per SBU takes up more time (-1) ● Having a buddy and a student is extra (-1) ● Students are on their own at the SBU without nurse (-1)	● Walking distance (-1,5) ● Little visibility of each others patients (-2) ● No shared meetings (-1,5)	● Walking distance between rooms and storages (-1) ● Old equipment will still be used (-1) ● No overview of locations of lesser used items (-1)	● Bad coffee (-1) ● Work related info (-2) ● Pocket Beeper (-2) ● Small work meetings (-1) ● Bad acoustics when crowded (-1)	● Time is not protected and there is no way to protect own time (-2) ● No means to share (-2) ● No structured way to communicate results and deliver feedback (-2)	● Few career paths (-2) ● No clear overview of opportunities (-1)	● Changing individually in the old basement (-1,5) ● Old parking space (-1,5)	● Shift work (-2) ● Whatsapp group (-0,5) ● Work Emails (-0,5) ● Studying (-1)													
Possible Future Design interventions	● Come back days with parents & children (+1) ● Team activities (+1) ● AUMC bar (+0,5) ● Seperated communication channel (Slack) (+0,5) ● AUMC gym (+1)			● AUMC basement of fame full of success stories (+1)	● Celebrating birthdays and other milestones. (+0,5) ● Structured digital information board (+1) ● Multi disciplinary Lean meetings (+1,5) ● EPD linked pop-up: 'nurse wellbeing in one click' > input peer support (+1)	● Welcome gift to celebrate parenthood together (+1) ● Visualizing premature's progress (+0,5) ● Instruction video's for parents (+1) ● Digital communication at SBU with parents when they aren't there (+1) ● Alarm system operable with foot or fingers (+1)	● Patient progress visualized at the SBU (+0,5) ● A wearable alarm (+1)	● Visualizing common goal successes (+0,5) ● Daily stand ups (+1,5) ● 'This is your team today' board (+1) ● Uniform schedules (+0,5) ● Change 'nurse post' to 'staff watch tower' (+1)	● Daily stand ups (+1,5) ● Roles, responsibilities and contact per team leader visible at office door. (+0,5) ● Digitally indicate in the coffee room which team leaders are present (+0,5) ● Dedicated 'welfare' teamleader who checks up frequently (+1,5)	● Daily stand ups (+1) ● Wearable integration with handheld in case of emergencies (+1,5) ● Handheld is enriched with calling system (+1,5)	● Sharing succes stories and progress updates of patient and department work for other team members to feel more involved (+2)	● Visualize student milestones (+1) ● Daily stand ups (+0,5) ● Extra beeper features for guiding students and to allow quick questions (+1) ● Shared clinical lessons (+1)	● Show succes stories and other positive happenings of Obstetrics at the NICU and vice versa (+1,5) ● Daily stand ups (+1,5) ● Shared clinical lessons (+1)	● Extra employees for supporting with logistics (+1) ● Storage labelling to indicate what should go where (+1)	● Succes stories symbolic totem pole place (+2) ● Fun zone in coffee room to play games together (+2) ● Relaxation space (+3) ● Creating a small meeting zone in the coffee room to keep it away from the rest of the space (+1) ● Free fruits, nuts and healthy snacks (+1)	● Share successes visually in the coffee room (+1) ● Sharing progress & results digitally in seperated communication tool with space for feedback (+2,5) ● Protect personal time with handheld. Press 'reserve 30 minutes' and this is communicated to parents and team (+2)	● Gamify skills, lessons & visualize results (+1) ● Visualized career paths and pro active guidance in possibilities (+1,5)	● Visualize shift results (+0,5) ● Drinks & presentations (+1) ● Basement of fame (+1) ● Day evaluation with TL (+1) ● Feedback box (+0,5) ● EPD linked pop-up: 'nurse wellbeing in one click' > input peer support (+1) ● Relax room (+2)	● Come back days with parents & children (+1) ● AUMC bar (+0,5) ● Team activities (+1) ● Seperated communication channel (Slack) (+0,5) ● AUMC gym (+1)													
Estimation of work values fulfilment	