

Themes	Illustrative Quotes
Barriers	
<p>Child Care</p> <p><i>Concerns over the emotional health of siblings when parents spent time at the hospital and the expenses of childcare</i></p>	<p>“For them it’s stressful just because they’re not seeing mama, you know, like as often as they used to and it’s hard. And they want to see their brother. You know, they’ve been wanting to see their brother for a minute. And for them to come back and forth from Modesto, it’s expensive. That's expensive. And my mom brings them back and forth and it’s expensive for her.”</p> <p>“The only thing that I feel impedes me a bit from going more often or staying longer at the hospital is my little boy because we don’t have him in daycare, and I’ve never left him with someone, so he’s not used to being with anyone other than dad or sibling. So that makes it a bit difficult with my little boy.”</p>
<p>Food Insecurity</p> <p><i>Increased costs of buying food when away from home</i></p>	<p>“It’s been more stressful ‘cause we can’t, you know, necessarily eat at home.”</p>
<p>Fragmented Care</p> <p><i>Follow-up appointment for multiple births and follow-up appointments for maternal care prevent spending time in the NICU</i></p>	<p>“I used to go with my wife but once two of the babies were discharged, I took my wife and my two babies back to [the city we live in]. She has her appointments there too so, I had to leave her there and I come here alone. It’s almost two hours distance from [the city we live in] and it’s very hot and the babies are too small so you can’t travel a lot with them. Today we had the appointment for the other two babies in Salinas so, I had to take them to the doctor and then, if I have time, I come here. ”</p>
<p>Housing Instability</p> <p><i>Needing to move during the hospital stay due to higher costs</i></p>	<p>“We pay \$3600.00 for the rent and it’s very high. At the same time, the owner requested us to leave the house so we are stressed because our baby is hospitalized and we have to find a new house.”</p>
<p>Ineligible or rejected from Paid Family Leave or Disability Insurance</p> <p><i>While all families lived in a state with Paid Family Leave and Disability Insurance, many could not apply or were rejected.</i></p>	<p>“I contacted my social worker, but we were unable to do much because I completed the application, and they rejected it because there was no medical report. Then, we completed it again and so far - I called the people who had to send it, and they told me they had sent it but I didn't receive any other answer. I don't know what happened.”</p>
<p>Fears about applying for assistance due to immigration status</p> <p><i>Families were concerned about applying for supportive programs due to immigration concerns.</i></p>	<p>“But I only have my DACA, which is my work permit. I don’t want to get in trouble getting Cal Fresh for myself or whatever. And when I try to get my green card I wouldn't get it.”</p>

<p>Mental health and emotional well-being <i>Parents cited that they could not visit the hospital due to their mental health.</i></p>	<p>“And there were days where I just couldn’t get up to go ... And of course babies can feel that energy so I didn’t go because of that.”</p> <p>“It was difficult after her sister passed just being in a hospital in general. Again, this has nothing to do with [the hospital] but just being around so many sick babies and then the machines, kind of some of the sounds with other babies that maybe weren't doing so well and weren't as healthy as [my child] just reminded me of when my daughter was passing and they were familiar sounds that just scared me.”</p>
<p>Transportation <i>The cost of gas was referred to as a primary barrier by the majority of families. While parents were often able to borrow cars through family and friends, the fuel costs remained prohibitive.</i></p>	<p>“Paying for gas coming over here. That's been the biggest thing, is being – you know, it’s like we’re fine but having that extra burden has been really hard”</p> <p>“[Coming to the hospital was] just depending if my cousin has gas or not to go back and forth.”</p>
<p>Facilitators</p>	
<p>Fuel Vouchers <i>Hospital-provided gas cards through social workers were frequently brought up, but were not enough to alleviate the barrier</i></p>	<p>“The gas cards that [the hospital] provided us really helped during times when we – you know, gas is just very expensive right now. When we were stressing over how are we going to afford the gas to get there, the gas cards were a very big help. No, they didn't cover everything but they were still extremely helpful. ”</p>
<p>Accommodation at the Hospital <i>Being able to stay at the hospital arranged by social workers facilitated engagement for most families</i></p>	<p>“The problem is that I don't drive so, that's what made it difficult, but the hospital provided me assistance by giving me a place to stay for three days and leave on Saturday. That was very helpful to be able to be near my baby.”</p> <p>“If I had to stay where I live, I wouldn’t be able to come. I think it would be very difficult for me to come and see him because I live far away, and it would be very hard to come every day.”</p>
<p>Paid Family Leave and Disability <i>For families who received benefits, this helped alleviate financial stresses associated with barriers to engaging in care</i></p>	<p>I have just received a check for \$1,400.00. This is the first check I received... It was big support because I was able to pay the rent and the gas. It was very good for me.</p>
<p>Food Vouchers <i>Hospital-provided food vouchers through social work teams helped parents stay at the hospital.</i></p>	<p>“Yes, because at the hospital they help you as much as they can... when I was breastfeeding my baby, they gave me a \$25.00 card to buy food for the day.”</p>

<p>Welcoming Environment at Hospital <i>A welcoming environment encouraged parents to participate in care</i></p>	<p>“There are days when you get tired, there are days when you would like to be at home, but no, it's better to come here because here there are... at least here there are many people who are attentive, not just... as I say, not just the doctors, the social workers, almost everyone who has been around us here has been very understanding with us. And you feel well cared for, as I say, we don't know them, but you feel that they have an appreciation towards us.”</p>
<p>Family Financial and Emotional Support <i>Family support allowed for families to spend more time at the hospital and alleviated stress</i></p>	<p>“It has affected [my mental health] a lot because now, I have to find a way to pay my rent. Fortunately, my brothers have lent me some money to cover these months’ expenses. And my sister came from [another city] to help us. This is affecting us too.”</p>
<p>Interpreter Support for Non-English Language Preferred Families <i>Routinely available in-person interpreters improved engagement in care</i></p>	<p>“Whenever we have an interpreter I feel comfortable asking questions until I understand everything very well.”</p>