

Figure 2. Relevant quotations by theme.

Themes	Illustrative Quotations
<i>Strengths (What was the most helpful in planning your infant's discharge/transition to home?)</i>	
Educational Strategies (Perception of thorough discharge preparation teaching)	<p>"Teaching was very good felt very prepared"</p> <p>"All of discharge teaching with nurses"</p> <p>"Classes, CPR and EIP"</p> <p>"Reviewing what to work for + what to expect, very thorough"</p> <p>"Discharge packet - reassuring to have everything written"</p>
NICU Care Team (Perception of caring and committed clinical team)	<p>"Some of RNs went extra mile to make sure they were going to be successful at home"</p> <p>"Nursing team was very competent and caring"</p> <p>"Staff helped me learn to care for him with patience and kindness"</p> <p>"I was concerned about when he could come home. Everything was up in the air. The nurse made a checklist on the board. This was really helpful!"</p> <p>"Every nurse checked with us to make sure we know how to care for her- Very supportive and dedicated"</p>
Parental Involvement (Sense of discharge readiness due to early involvement in baby care)	<p>"Hands on care - diapers/meds/attending rounds was helpful"</p> <p>"Overall spending time with him, they told us everything"</p> <p>"Being called to feed her while in hospital. Was helpful to get used to the routine at home"</p> <p>"Family Integrated Care was helpful. We were prepared for everything"</p> <p>"All the training was very helpful. The benefit of NICU was extra training. Ex. bath time, diapers etc."</p>
<i>Weaknesses (Do you have any recommendations to make discharge/transition to home process better?)</i>	
Logistics (Operational aspects of discharge process and facility resources)	<p>"Need rooms for long term patients, hard to have roommates who leave quickly"</p> <p>"Parents should be able to spend a night in hospital before discharge"</p> <p>"It was difficult to care for myself. Better bathroom facilities for newly delivered moms"</p> <p>"Discharge took too long from 8 AM to 3 PM- We didn't know it would take so long"</p> <p>"Need some roommate etiquette education for families. Visitors on cellphones at the same time, too loud"</p>
Communication (Inconsistent information about discharge from staff to families)	<p>"Every nurse gave new information everyday"</p> <p>"Better communication between lactation consultants and nurses would help. What lactation consultant tells mom not always what RN tells Mom"</p> <p>"Inconsistent messages, hard to sort out our opinions"</p> <p>"Improve communication about discharge date"</p> <p>"We got there & they said she's going home today but didn't go home - this happened several times"</p>
NICU Care Team (Variation in handling of discharge transition by staff members)	<p>"Might help to having a face sheet with who is who on our team and their roles"</p> <p>"On discharge day had all new nurses, we would have preferred our team"</p> <p>"New faces - difficult meeting new nurses had different approaches, didn't always agree with them"</p> <p>"Would have liked more consistency with nurses. We met a new nurse every day"</p> <p>"Overnight nurses did not know him and they did what they knew instead"</p>