ABSTRACT (In Inglese)

As it is evident from the title, the authors aim at evaluation of the Communication Factfile' experimented in the Neonatal intensive care unit of the Hospital S.Anna, Turin. The first part of the thesis gives a theoretical foundation for the why of communication factfile. The theoretical basis consists in bringing to the fore the special circumstances of the neonatal ICU: sick-newborn and shocked parents. In the cure of the premature newborn, taking into confidence and involving the parents is essential. This can be done by adopting the proper skills of communication and counselling. The second part traces the evolution of the tool 'Communication Factfile' from its conception to its present state through the various stages of modification. An evaluation is also made as to how it has been utilised to achieve the purposes of enhancing communication between parents-medical staff, between medical staff themselves in service of a better care of the premature newborn. The study concludes making two concrete proposals: (1) Introduction of Counselling in the curriculum of medical and nursing courses, if it is not already there. (2) introduction of a course of ongoing training for the medical staff to conscientise them of the utility and the how-to-use the 'Communication Factfile.'