

Help us improve by answering a 4-minute survey! Please respond to the prompts below.

1. What is your role at the hospital?

- ☐ Nurse
- ☐ Advanced Practice Provider (APRN, NP, CRNA, etc.)
- ☐ Physician
- ☐ Social Worker
- ☐ Lactation Specialist
- ☐ Other (please specify)

2. How long have you worked at the hospital?

- ☐ Less than 1 year
- ☐ 1-3 years
- ☐ 3-5 years
- ☐ 5-10 years
- ☐ 10+ years

3. How long have you used SNOO?

- ☐ I haven't started using SNOO yet
- ☐ Less than 1 month
- ☐ 1-3 months
- ☐ 3-6 months
- ☐ 6-12 months
- ☐ More than 1 year

4. In what care setting do you use SNOO? *(Please check all that apply.)*

- ☐ Level I - Nursery
- ☐ Level II - Advanced Newborn Care
- ☐ Level III - Subspecialty Newborn Care
- ☐ Level IV - Highest Level of Neonatal Care
- ☐ Baby/mother rooms
- ☐ Other (please specify)

5. Which infants typically use SNOO in your hospital? *(Please check all that apply.)*

- ☐ Routine newborns
- ☐ Fussy infants
- ☐ Drug-exposed infants
- ☐ Post-operative infants
- ☐ Premies
- ☐ Other (please specify)

6. Approximately how many babies use a SNOO at your hospital each week?

7. Please rate your agreement with the following statements. "Based on my experience, SNOO...":

	Yes, a lot	Yes, a little	No, not much	No, not at all	N/A
Enhances the quality of infant care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeps babies safely on the back	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduces fussing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gives staff extra time to focus on other tasks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helps reduce staff stress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows the hospital is committed to trialing innovative technologies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improves the hospital experience for parents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Please rate your agreement with the following statements. "Based on my experience during the COVID-19 pandemic, SNOO...":

	Yes, a lot	Yes, a little	No, not much	No, not at all	N/A
Offers staff support in lieu of hospital volunteers (e.g., "Cuddler" programs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduces strain for clinicians who are coping with staffing shortages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assists staff during times of higher patient volumes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helps staff care for higher acuity patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supports parents receiving care during the COVID-19 pandemic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assists in the care of mothers and/or newborns with COVID-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. On average, how much time does SNOO save you **each shift** by soothing fussy infants?

- | | |
|---|--|
| <input type="radio"/> Fewer than 15 minutes | <input type="radio"/> 3 to 4 hours |
| <input type="radio"/> 15 to 30 minutes | <input type="radio"/> 4 to 5 hours |
| <input type="radio"/> 30 minutes to 1 hour | <input type="radio"/> More than 5 hours |
| <input type="radio"/> 1 to 2 hours | <input type="radio"/> The SNOO does not save me time |
| <input type="radio"/> 2 to 3 hours | |

10. On a scale of 0-10, how likely would you be to recommend SNOO to a colleague to use in their hospital?

0 - Not at all likely	1	2	3	4	5	6	7	8	9	10 - Extremely likely
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Which of the following SNOO accessories are you currently using? *(Please check all that apply.)*

- ☐ Transport caddy ("mobility cart")
- ☐ White reusable infection control covers
- ☐ Blue disposable infection control covers
- ☐ All-mesh SNOO Sleep Sacks
- ☐ No-mesh SNOO Sleep Sacks

12. Do you need assistance ordering new supplies?

- ☐ Yes
- ☐ No

13. Which of the following training/onboarding resources have you used? *(Please check all that apply.)*

- ☐ Quickstart nurse training poster
- ☐ SNOO Sack and/or infection control cover instruction sheets
- ☐ Clinical and/or mobile app FAQs
- ☐ Hospital program website
- ☐ Customer care chat
- ☐ Customer care hotline
- ☐ Other (please specify)

14. We're building **new resources for hospital users** and want your feedback! Please rank the following resources from most to least helpful.

☐

Hospital user guide

☐

On-demand training videos

☐

Live virtual training sessions

☐

Patient training poster

☐

Hospital online ordering

15. **What do you like about SNOO?** What features do you find especially useful?

16. **Have you encountered any challenges using SNOO?** What, if anything, would you change about the product?

17. What's the primary reason you haven't you used the SNOO yet?

- | | |
|---|--|
| <input type="radio"/> I didn't know my hospital has a SNOO | <input type="radio"/> We don't have the right accessories (e.g., infection control covers, SNOO Sleep Sacks) |
| <input type="radio"/> Our SNOO hasn't been approved yet (e.g., Biomed, Information Systems) | <input type="radio"/> We aren't able to launder the soft goods |
| <input type="radio"/> We haven't been trained on how to use it yet | <input type="radio"/> I don't feel comfortable using the SNOO |
| <input type="radio"/> We haven't formalized a protocol yet | |
| <input type="radio"/> Other (please specify) | |