PARENT/ STAFF INTERFACE PARENT PROCESS **STAFF** NORMALISATION/ **ACUTE ADJUSTMENT** 'INSTITUTIONALISATION' Disagreement/ conflict Increasing knowledge Expert/ constant with care providers of the child in in child's care and medical context needs Parents seek greater Staff-led involvement with care Increasing time spent Familiarity with mechanisms in the environment workings of ICU for providing Parents want support individualised care Familiarity with Increasing time spent observing staff and staff in ICU Difficult transitioning care out of ICU