



THE MILK BANK: LIVED EXPERIENCES OF NICU NURSES CARING FOR FIRST-TIME MOTHERS

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Abstract: Nurses as advocates of healthcare, provides a high premium place on assisting new mothers and their families to reach their unique nursing goals. The purpose of this qualitative phenomenological study is to explore and describe the experiences of wet NICU nurses in offering breastmilk from the milk bank to first-time mothers. A purposive sample of ten NICU nurses were interviewed. Using Colaizzi's (1978) phenomenological method, rigor was established through application of verification, validation and validity. From 120 significant statement thirteen theme emerged. The experiences of NICU nurses offering breastmilk from the milk bank to first-time mothers included Clinical Encounters in Line of Work; Facing with patient difficulties, advocating breast milk feeding, promoting milk bank services, and providing health. Their means of coping were focus on Overcoming the Challenges; accepting support from colleagues, implementing resilience by fostering adaptability, and motivating by loving the job. The insights that NICU nurses wanted to share fellow nurses and to the nursing practice in general were Improving Provision of Services; dealing with first-time mothers, promoting a sense of understanding and addressing opportunities for improvement. It is critical to understand how first-time breastfeeding mother from various cultural backgrounds see and interpret the usage and donation of milk. Improving the knowledge of donors and future milk users about safe processing and donation practices is a significant public health issue that needs further attention.

Keywords: Milk Bank, Social Sciences, Phenomenology, Tagum City, Philippines

INTRODUCTION

When it comes to human milk banking, most breastfeeding mothers have limited knowledge about it. The mother offered to provide wet nursing care, but they indicated they would rather not have another woman nurse their child (Karakan, 2024). In addition, mothers who get peer support are more likely to believe they can accomplish their nursing objectives and to breastfeed more actively. They conclude that breastfeeding peer support is a valuable strategy to encourage breastfeeding (Yang et al., 2024). However, mothers of NICU babies, particularly first-time mothers, often face challenges in establishing and maintaining lactation due to stress, separation from their infants, and medical interventions. This situation creates a critical role for NICU nurses. They act as a bridge between mothers and their babies, providing support and guidance for breastfeeding initiation and milk expression (Xuemei, 2024).

When mother's supplies of breast milk are insufficient, milk banks are essential in helping NICU babies get the extra nourishment they need. For these vulnerable babies, donated milk offers vital nutrition and immunological benefits. (Wagner, et al., 2021). The World Health Organization (2020) recommends donor human milk for lactation and breastfeeding when used appropriately and for its beneficial nutritional and biological qualities when the mother's milk is unavailable. Unlike other human-derived medicinal goods, donor human milk is exempt from minimum safety, quality, and ethical criteria, and no international authority coordinates and informs state policy. According to (Wang et al. (2022), there was a negative link between reported inadequacy of breast milk and older mothers aged up to six months after birth in China, based on the results of a multivariable logistic regression study. Denmark concluded that all nurses must take part in the breastfeeding training program to ensure a positive impact on the rates of exclusive breastfeeding (Kronborg, 2021).

The Philippines passed the Expanded Breastfeeding Promotion Act (RA 10028) to encourage human milk banks. This law requires health facilities to consider establishing milk banks to store and process donated breast milk, providing a crucial resource for mothers unable to breastfeed (Mantri et al., 2022). The Philippines' breastfeeding regulations align with international norms, but measures must be taken to remove systemic and personal impediments (Samaniego et al., 2022).

While existing research (Chagwena et al., 2021) explores the challenges mothers face with breastfeeding and the impact of lactation support on breastfeeding rates, a gap in acceptance of the donor human milk bank by mothers needs to be better understood, as does the unique experiences of the NICU nurses in Tagum City who care for first-time mothers (Fu et al., 2022). According to the survey, mothers are open to donating their milk. Educating people about milk banks can boost their willingness to give. On the other hand, difficulties with safety, bonding, and culture must be addressed (Wolvaardt, 2024). Providing safe instruction on breast milk banking is essential before a baby is hospitalized in the Neonatal Intensive Care Unit. The study highlights the potential acceptance of donor human milk for infants who cannot receive their mother's milk (Mampane et al., 2024). In-depth localized knowledge about the challenges these nurses encounter and the support systems needed to optimize the advantages of breastfeeding for moms and their babies will be added by this study in Tagum City (Yildiz, 2020).

Purpose of the Study

The purpose of this qualitative phenomenological study is to explore and describe the experiences of wet NICU nurses in caring for first-time mothers. At this stage in the research wet NICU nurses will be generally define as nurses advocate on breastfeeding.

Research Question

1. What are the experiences of NICU nurses offering breastmilk from the milk bank to first-time mothers?
2. How do NICU nurses cope with the challenges of their experience?

What insights can participants share with their peers and to the nursing practice in general?

Theoretical Framework

Two prominent perspectives in social science research that highlight the socially constructed aspect of reality and the subjective interpretation of human behavior are constructivism and interpretivism. This section explores the fundamental ideas and traits of constructivism and interpretivism, offering a comprehensive grasp of both theoretical frameworks (Kouam et al. 2024).

Constructivism and its philosophical underpinnings aim to promote alignment between research procedures, theoretical frameworks, and worldviews. A theory related to constructivist learning is provided. The examples it then provides are from a variety of disciplines, including clinical medicine, nursing, and health professions education (MacLeod, 2022). While interpretivism frequently uses qualitative research techniques to gather detailed information on individual experiences and meanings, such as focus groups, observations, and interviews (MacLeod, 2022). Furthermore, understanding the subtle differences between constructivism and interpretivism is vital for researchers looking to perform robust and significant social science research. By offering a thorough analysis of interpretivism and constructivism, their functions in research, and their consequences for knowledge building, this work will add to the body of existing literature (Soundy, 2024).

The theoretical synthesis of Swanson's Theory of Caring and Hill and Flanagan's idea of bonding is the foundation for this study and produces a situation-specific theory of nurse-infant bonding that describes and explains this phenomenon (Aderibigbe & Lucas, 2022). The results for the nurse, the baby, and the mother or other caregiver contribute to crucial developmental results and the importance of the bond between nurse and infant. When a baby is in danger of not developing physically, socially, or emotionally, the nurse needs to use these mental processes together with visible behaviors (Sanders et al., 2022). Based on the caring attitude in this study, the NICU nurse starts cognitive processes with the infants in their care. NICU nurses might learn new information by identifying the symptoms that point to an infant's needs and the need for examination. During the first stay, the infant's needs and the steps taken to stabilize them are the focus of care. The NICU nurse's opinion must be considered while the newborn negotiates life's challenges beyond the womb (Alvares, 2023).

Importance of the Study

The results of this study will benefit the following:

Neonatal Intensive Care Unit Nurses. Nurses are invaluable when it comes to helping mothers with breastfeeding. They will have the chance to talk about their typical thoughts, feelings, and behavior patterns as first-time mothers. Recognizing these sensations, feelings, and behaviors can result in a deeper understanding of care. The nurses also get to spend time with the mother, address any worries, and clarify the infant's condition and care requirements.

First-time Mother. The results of this study may provide intense, specialized therapeutic care and assist NICU nurses in managing challenges. Based on their expertise and experiences, mothers in NICUs should advise trained professionals on breastfeeding and providing emotional support effectively. Embracing the advocacy role of helping new mothers give proper health education, and information needs to be the first goal for health care providers.

Nursing Staff. This study gives nurses specific information to help them better understand mothers' support needs and strive to address them, improving the quality of nursing care in neonatal intensive care units. As a result, each unit will have the appropriate working and professional environment established.

Future Researchers. Acknowledging the limits of this work, they can use it as a benchmark to suggest further research aimed at surmounting its shortcomings. They can also apply the same study question to different conditions, effectively breastfeeding and providing care to the newborn.

Limitations of the Study

The research explores the experiences of NICU nurses caring for first-time mothers at a government tertiary hospital in Tagum City. This study primarily concentrates on the NICU nurses who have been employed for at least one year until the present. In this study, the researcher used a descriptive-phenomenological approach through In-Depth Interview (IDI) and Focus Group Discussion (FGD) using a researcher's semi-structured inquiry to get the necessary information from the participants. Purposive sampling was utilized to limit the sample to NICU nurses. The research employed a descriptive-phenomenological methodology to comprehensively understand the NICU nurses' experiences collaborating with new mothers who could utilize the milk banks. The study lasted from January to May 2024.

RESEARCH METHODOLOGY

This chapter presents the research design, the study setting, research participants, data sources, and data gathering procedures, as well as the study's trustworthiness, the researcher's role, ethical considerations, and data analysis.

Design

This study utilizes a qualitative descriptive-phenomenological design with purposive sampling to explore the experiences of NICU nurses caring for first-time mothers providing their newborns in the NICU with human milk from the milk bank. Similar studies, such as the one done by (Gulshan et al. in 2023 and Mampane & Wolvaardt in 2024) used the research design to analyze donor milk banks' acceptability.

The researcher's goal is to understand first-time mothers' experiences, in this case, a qualitative descriptive-phenomenological study design. Phenomenological research explains the significance of multiple people's firsthand experiences with a concept phenomenon. The study focused on capturing the unique perspectives of individuals, acknowledging that each person's interpretation can vary significantly. By encouraging participants to express their personal views, the research aimed to gather a comprehensive understanding of the diverse meanings and experiences related to the milk bank. Thorough interviews and focus groups, including individuals with direct knowledge of the subject matter, are components of the descriptive phenomenological research design. To gain a perspective on the participants' experiences, the researcher employed a research method that allowed for open-ended questions to elicit detailed participant experiences. Finally, this study used this approach to explain the data's actions, beliefs, emotions, perceptions, coping mechanisms, and insights.

Setting

The study was conducted in the NICU of a government tertiary hospital, where the presence of human milk banking aided in identifying the ongoing issue that mainly affected nursing mothers. The research study's location provided context, which played a critical role in establishing the findings' application and relevance. This implied that the study question and the phenomenology under investigation depended critically on the location.

The government tertiary hospital in Tagum City was selected for the research setting because the researcher believed it to be a relevant and present location for the phenomenon being studied. The environment created by the setting allowed the researcher to investigate and gather information pertinent to the research question. The researcher might have considered factors such as the frequency of the issue, the accessibility of participants, and the availability of local resources. Moreover, the context impacted how the results were interpreted and how broadly they could be applied. For instance, there could have been variations in ethnicity, culture, socioeconomic status, and other contextual factors if the study had been conducted elsewhere. Thus, the setting selection had to be thoroughly thought out and supported to guarantee that the results were accurate and trustworthy.

In conclusion, the setting in this statement was relevant because it gave the research study context and showed that the researcher had chosen a government tertiary hospital where the phenomenon being studied was relevant and present. The context impacted how the results were interpreted and how broadly they could be applied.

Participants

A strategy called purposeful sampling was employed to choose study participants. The ideal sample size was established by aiming for ten NICU nurses to engage in the study: five for in-depth interviews and an additional five for focus group discussions, per the suggested qualitative research guidelines. The only nurses providing bedside care to patients simultaneously are those trained in the milk bank program and who have worked in the NICU for less than a year.

The NICU head nurse assisted the researchers in choosing the volunteers. Participants were approached individually before and after their shifts to inquire about their willingness to participate in the study. The researcher contacted them as soon as they consented to confirm their participation. Subsequently, the participants decided on a convenient time for the interview.

The number of individuals the researcher was able to recruit for this study was sufficient. The researcher attempted to apply study findings from the target group to a larger population they could reach. Renwick (2019) states that a qualitative study with less than 20 participants would yield better results since the researcher could interact with participants more naturally, resulting in more accurate data and more natural interactions. The researcher thus chose ten volunteers as sufficient data sources for the investigation.

Five participants participated in face-to-face In-Depth Interviews (IDIs), and another five participated in Focus Group Discussions (FGDs), split into two groups. The researcher chose the participants based on inclusion criteria that gave the researcher confidence that the chosen nurses could share specifics about their experiences as NICU nurses attending to new moms at milk banks. The researcher guarantees the privacy of sensitive data, including names and other private information.

Data Sources

This study primarily relied on in-depth interviews, focus group discussions, and semi-structured interviews as the data source to explore the lived experiences of NICU nurses interacting with first-time mothers regarding breastfeeding and the human milk bank. These interviews were conducted face-to-face, and an interview guide with open-ended questions was utilized. The guide delved into nurses' experiences supporting mothers with breastfeeding decisions, navigating the milk bank option, and encountering challenges and rewards. Additionally, the researcher considered including brief field notes after each interview. These notes captured non-verbal cues, observations of the interview setting, and initial reflections on emerging themes to supplement the rich data collected through the interviews.

Data Collection Procedure

The first step was getting consent from the Master of Arts in Nursing program chair for the data-gathering process. To identify participants, the researcher then worked with the coordinator of the Health Education and Promotion Office on the Human Milk Donation Program of the Government Tertiary Hospital Tagum City and the head nurse of the Neonatal Intensive Care Unit. The researcher used this measure to determine which people were eligible to participate in the study. Before the interview, participants provided informed consent. During the interviews and data collection process, minimal health protocols were consistently followed. Everyone in-person interview lasted at least 20 minutes to ensure a thorough discussion.

The focus group discussion was held in person with two sets of participants. The spoken recording was transcribed word-for-word following the interview to ensure the information's precision. Assessments were conducted to determine if any questions were answered. Throughout the interview, the researcher greatly appreciated the participants' cooperation, time, and active engagement in the data collection. Participants were assured that all data and information would be treated with absolute confidentiality.

Trustworthiness of the Study

The study's trustworthiness relied on honest or truthful answers from the participants. The researcher was pressured to prove the trustworthiness of the Milk Bank: the lived experiences of NICU nurses caring for first-time mothers. Credibility ensured the truthfulness of the study.

The researcher expressly excluded all personal experiences or points of view that could have influenced the results or introduced bias. On the other hand, anticipating interacting with participants while observing them increases the risk of inadvertent bias dissemination. The researcher's mentor carefully reviewed the manuscript and provided incisive feedback to improve it.

Credibility is linked to validity in quantitative research and is primarily concerned with internal validity. Throughout the data-gathering process, several points of view can ensure that the data are acceptable, and that the qualitative data are valid. This was accomplished with participant validation, member checks, investigator data, theoretical triangulation, and the methodical techniques used in data gathering. Transcripts and emerging themes were shared with some participants for member checking. This allowed them to verify the accuracy and completeness of their experiences as reflected in the research findings. The researcher spent sufficient time within the NICU setting to build rapport with nurses and gain a deeper understanding of their context. While the primary data source was interview, the researcher considered including brief field notes after each interview to capture non-verbal cues and initial observations.

Dependability. The research process was meticulously documented, including detailed interview guides, field notes, and audit trails that track data collection, analysis, and decision-making procedures. This allowed future researchers to replicate the study and assess its dependability. The researcher maintained a reflective journal to document their biases and assumptions and how they might influence data collection and interpretation.

Transferability. The phrase expresses how the research findings can be applied to similar situations, scenarios, or individuals. This was achieved by comprehensively explaining the participant's limitations, selection criteria, data analysis findings, and implications. Additionally, the researcher tried to ensure that the results aligned with the raw data and that other academics looking through the data would come to the same conclusions, interpretations, and discoveries. The researcher emphasized throughout the inquiry how crucial it was to use audits as concrete proof to back up and validate.

Confirmability occurs when reliability, transferability, and credibility are achieved. When conducting qualitative research, the entire process needs to be reflective, and the participants need to stay informed about the study and be open to its conclusions and findings. The researchers needed to consider how their presumptions might have influenced the results. Finally, the researcher achieved compliance by ensuring the collected data was free from bias, subjective interpretation, or undue influence. They reduced the likelihood of bias and maintained impartiality by reflecting on past beliefs and conducting self-critical analyses. Additionally, to enhance the study's conformability and reduce bias, the researcher stressed to participants the importance of staying educated and open to the study's conclusions. These actions demonstrate how the researcher used critical analysis, self-reflection, and participant input to validate the study's findings and conclusions to achieve conformity.

The researcher's perspective is altered in several ways during the qualitative research process. Professionals accept the modifications they have made to themselves as a necessary component of the research methodology and acknowledge the ways in which reflexivity has impacted this process. They are finding how research processes and data impact researchers to some degree, which is a methodical and empowering process.

Role of Researcher

In this study, five participants freely and spontaneously presented their views and experiences based on the topic and questions posed during a focus group that the researcher led. The researcher then conducted in-depth interviews with five more individuals, who were required to probe if it remained within the study's parameters. Therefore, through participant interviews, the researcher is the one collecting crucial data.

Additionally, the researcher compiled all the data acquired from the participant interviews. To capture all the pertinent information and necessary information during the interview, the researcher employed a few assistive technologies, such as an audio recorder. When questioned, the researcher refrained from biasing or passing judgment on the participants' responses. After compiling all the data, the researcher transcribed the focus group and in-depth interview discussions and organized them into themes. Namely, Human Milk Banking, Perception of NICU Nurses towards Caring First-Time Mothers, Difficulties in Using the Milk Bank Service, Mothers' Perception towards Milk Banking, and Reasons for mothers to accept milk bank

Ethical Consideration

Social Value. The study aims to determine the experiences of NICU Nurses handling first-time mothers' reluctance to use the milk in the milk bank. The purpose of the study is to emphasize the protection, promotion, and support of breastfeeding. Also, to ensure compliance among health professionals, mothers, families, and society at large to promote exclusive breastfeeding. By giving human milk, you can also boost and maintain the immune system of newborns, promoting their overall well-being and growth. When a mother's milk is either unavailable or insufficient to nourish her infant, human milk banking offers a vital service to guarantee that the most vulnerable babies have safe access to human milk.

Risks and Benefits. The participants' personal experiences, including their reflections, may be the subject of the questionnaire. You can be sure that the study I utilized for research. The advantage of this research is that it can assist the researchers in starting intervention programs that can address their experiences. This study provided the groundwork for targeted, therapeutic interventions by gaining insight into the participants' experiences. By addressing and enhancing the unique experiences the researchers have carried out their tasks, these interventions ultimately help to create a more positive and productive work environment for all parties involved.

Voluntary Participation. The participants' informed consent was obtained to ensure the protection of their rights. Approval was provided by the chair of Davao Doctor's College's Master of Arts in Nursing program and the ethics committee before the study began. It ensured that participation was voluntary and not obtained by coercion or threats. The participants had ample time to consider whether to take part in the study and consulted with trusted individuals for information regarding the research and ideas. Before agreeing to engage, they had the opportunity to clarify anything or ask questions.

Privacy and Confidentiality. Participants received complete information about the purpose of the study, its methods, potential results, and their ability to withdraw from it at any time. The utmost care is taken to ensure the subject's identity remains anonymous and secret. The data collected for this project was likely decoded in a confidential setting. Both the physical files, stored securely under lock and key, and the acquired soft copy of the data were encrypted.

The researchers ensured the authors and information sources are correctly cited to avoid plagiarism, misunderstanding, and data fabrication issues. In addition, the researchers created and maintained a formal rapport with the participants to promote open communication and guard against any possible erosion of the study's legitimacy. It was anticipated that there would be no financial compensation associated with the study, although complimentary compensation was provided in return for the participants' time and effort during the interviews and discussions.

In the gathering, retaining, and processing personal data, researchers followed the criteria of transparency, legitimate purpose, and proportionality (Data Privacy Act of 2012). In terms of privacy and confidentiality, the respondents were given the freedom to remain anonymous. Even if they provided their names and other identifying information, it was not associated with any part of the written report of the research. The data gathered in this study was kept confidential. If, in the future, this research study is published, any information indicated in the material does not reveal the respondent's identity in any way.

Moreover, the researcher declined to ask anybody not connected with the study who would ask for any information about the data gathered. The researchers alone had access to all collected data, which was treated with the utmost confidentiality. After the study, participants could receive a copy of the results if requested. Lastly, all raw data was disposed of after the study.

Reflexivity

The researcher's perspective is altered in several ways during the qualitative research process. Professionals accept the modifications they have made to themselves as a necessary component of the research methodology and acknowledge how reflexivity has impacted this process. They are finding how research processes and data impact researchers to some degree, which is a methodical and empowering process.

The 42-year-old Filipino researcher for the proposed study is concentrating on clinical management for his master's degree in nursing. He is relatively diversified when managing patients from varied backgrounds. He wanted to attend a human milk donation and banking session to continue his education. He has noticed that some nursing mothers hesitate to use the milk bank because of unrecognized issues, and others need to be made aware of these issues. He contextualized that the nursing mother faces obstacles due to his observations.

Furthermore, because the researcher had previously worked with the admitted mother, he could provide his personal views, thoughts, and insights rather than only those of the participants, which could have affected the reliability of the findings. His advisers meticulously discussed this to ensure that a critical viewpoint was heard. By being aware of the benefits and any downsides associated with the research methodology, this enabled the researcher to ensure that the findings fairly reflected the viewpoints of the breastfeeding moms who participated in the study.

Data Analysis

This study utilizes the Colaizzi descriptive phenomenology approach for the data analysis (Faraji et al., 2024). Iterative reinforcement ensured that no part of the phenomenon was overlooked. Data analysis started after the first interview was transcribed. Experts reviewed the findings to ensure the data was analyzed and interpreted appropriately. This qualitative technique analysis ensures the validity and dependability of its conclusions due to its robust and rigorous methodology. It makes it possible for academics to recognize new themes and the relationships that exist between them. The Colaizzi seven processes are as follows: reading and rereading the description in conjunction with the original text; identifying critical statements; constructing meanings;

grouping into themes and validating the results; describing; bringing the results back to the participants; and, finally, adding any modifications depending on the informants. The researcher used thematic data analysis for this study using Colaizzi's method of data analysis, a qualitative research strategy that comprises carefully analyzing and interpreting textual information. It involves getting to know someone, identifying important terms, organizing them, and writing an in-depth description. The method searches for essential themes and patterns to better understand the participants' experiences and the issues being studied. This method allowed the researcher to organize and assess the information to pinpoint the main stories that emerged from the participant responses.

Colaizzi's method of data analysis, a qualitative research approach that entails methodically evaluating and interpreting textual material, is where the researcher utilized thematic data analysis for this study. It entails getting acquainted, recognizing key phrases, grouping them, and creating a thorough description. To better comprehend the participant's experiences and the phenomenon under study, the approach looks for significant themes and patterns. Using this technique, the researcher arranged and evaluated the data to identify the critical narratives among participant replies.

The participants responded to the questions based on their experiences, viewpoints, and opinions, and the researcher utilized the data to create a report. The researcher gained a better knowledge of the participants' experiences, attitudes, and actions due to the study's application of theme analysis by recognizing and comprehending the relevant narratives that the participants expressed.

RESULTS AND DISCUSSION

This chapter, which is the focal point of the study, presents the data collected from the experiences of NICU nurses, how they cope with their experiences, and insights that participants wanted to share with peers and nursing practice in general.

In-depth interviews and focus group discussions on lived experiences surrounding the NICU nurses' encounters with first-time mothers regarding breastfeeding were used to collect data to achieve the phenomenological study's goal of making the human milk bank visible. This section examines the primary themes that emerged from the data. Nurses use various tactics to promote the milk bank and tackle the challenges of respecting mothers' decisions. This also discusses the challenges that nurses confront and potential areas of improvement for the NICU and hospital administration to strengthen the milk bank support system for women with premature babies. Before each participant signed the informed consent form, the researcher briefly explained the study's goal. In addition, the researcher gave the participants a detailed explanation of their rights to withdraw from the study, their responsibilities to the researcher, and the possible benefits and risks of taking part in the research.

Additionally, the participants' privacy and confidentiality were valued and safeguarded. Transcripts and records were handled carefully and stored in a secure location. To protect the participant's privacy and confidentiality and the study's validity, the researcher and participants maintained a professional connection and refrained from developing personal bonds.

Profile of the Participants

This study explores the lived experiences of NICU nurses who play a pivotal role in supporting first-time mothers navigating breastfeeding decisions and the human milk bank. To better understand these crucial interactions, we recruited a group of NICU nurses from a tertiary government hospital in Davao del Norte.

Here is a closer look at the dedicated individuals who participated in this study:

Table 1. Participants' Profile

Code	Designation	Years of Experience as NICU Nurse in this tertiary government hospital with a milk bank
IDI 1	Nurse 1	9 months
IDI 2	Nurse 1	1 year
IDI 3	Nurse Job Order	6 months
IDI 4	Nurse Job Order	3 months
IDI 5	Nurse Job Order	6 months
FGD 1	Nurse 1	1 year
FGD 2	Nurse Job Order	2 months
FGD 3	Nurse Job Order	4 months
FGD 4	Nurse Job Order	7 months

FGD 5	Nurse 1	1 year
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This qualitative descriptive phenomenological study utilized Colaizzi's method of thematic analysis to explore the lived experiences of NICU nurses interacting with first-time mothers regarding breastfeeding and the milk bank. The study aimed to shed light on the nuanced world of NICU nurses by capturing their perspectives, challenges, and triumphs as they navigate these sensitive conversations. By employing Colaizzi's rigorous approach, which emphasizes a deep immersion into the data, the research sought to identify recurring themes illuminating this phenomenon's essence. Out of the 120 responses, 10 cluster themes were extracted and grouped into three emergent themes. These themes provided valuable insights into the complexities of supporting mothers in the NICU. They offered a deeper understanding of the role of NICU nurses in promoting the milk bank as a potential resource for first-time mothers facing breastfeeding challenges. Ultimately, the study's findings can contribute to improved support systems within the NICU, empowering nurses to better guide mothers through their breastfeeding journeys and decisions related to the milk bank. The analysis results for the participant's overall responses to the lived experiences of NICU nurses are presented in a thematic map shown in Figure 2.

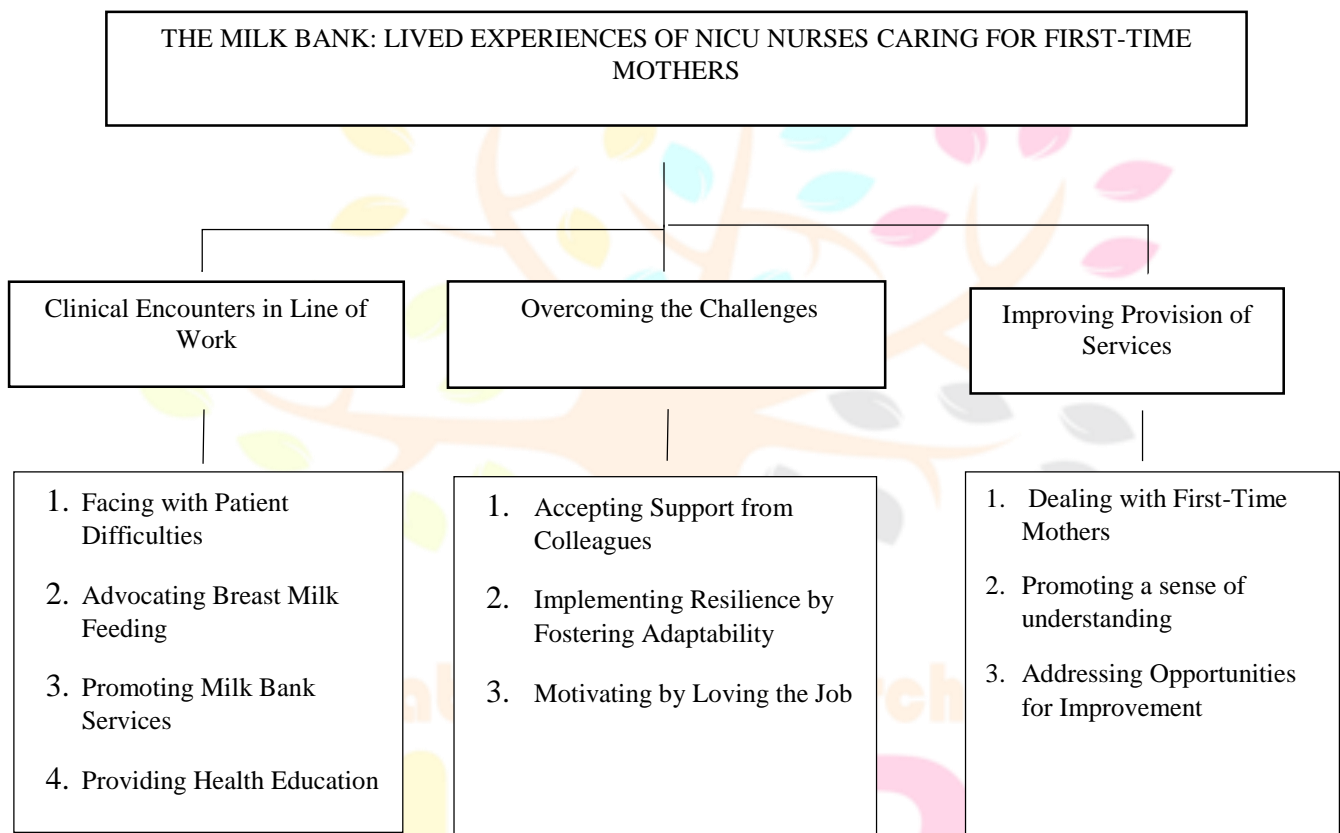


Figure 2: Thematic Map

Descriptive phenomenology prioritizes understanding the lived experiences of individuals from their perspective. This aligned perfectly with the study's aim to explore how NICU nurses experience interacting with first-time mothers regarding breastfeeding and the milk bank. It dug into their feelings, thoughts, and challenges in this specific context. This method went beyond simply describing experiences. It sought to uncover the more profound meaning and significance of those experiences for the participants (NICU nurses). This allowed the research to explore how the nurses perceive their interactions and their impact on them. Colaizzi's method provided a rigorous, structured approach to analyzing qualitative interview data. This ensured that the identified themes accurately reflected the lived experiences of the nurses.

A carefully chosen group of NICU nurses participated in in-depth interviews and focus groups where the researcher focused on their experiences with the milk bank and helping mothers. All interviews were transcribed verbatim, ensuring an accurate record of nurses' narratives. The researcher reviewed the transcripts, highlighting significant statements that captured the essence of nurses' experiences. Each significant statement was created with formulated meanings that reflected the core idea or concept expressed by the nurse. These formulated meanings captured the essence of the nurses' experiences concisely and clearly.

Table 2: Sample of Table of Formulated Meanings and Significant Statements

Translation	Significant Statements	Formulated Meanings
If we offer the milk bank breastmilk to first-time mothers, they would not be encouraged to express their milk. The mothers would be dependent on the NICU because they have a source of milk; they will not make the effort to provide it. It could be more pleasant, especially with first-time mothers. They should fully understand the situation.	The mothers would be dependent on the NICU because they have a source of milk; they will not make the effort to provide it. It is not very pleasant, especially with first-time mothers. <i>SS 10, Lines 50 to 52, FGD 5</i>	New mothers often face challenges such as conflicting beliefs about donor milk or struggles to produce milk.

Meanings with similar content or themes were grouped, identifying potential clusters that reflected recurring patterns across the interviews. This process was a complex act of categorization. It involved a constant loop of analysis and discussion. The researcher examined the interrelationships between these emerging clusters, considering how they might connect, overlap, or contradict each other. The researcher refined these clusters, merging those with highly similar content and splitting broader clusters that contained subtler thematic variations.

Table 3: Sample of Table of Development of Emergent Themes

Significant Statements	Formulated Meanings	Cluster of Themes	Emergent Themes
We also need more patience, especially with hesitant mothers, when availing of milk bank services. <i>SS 55, Lines 227 to 229, IDI 2</i>	Patience is vital for nurses to deal with their patients and family members to promote a culture of understanding.	Dealing with First-Time Mothers	Improving Service Provision

Emergent Theme 1: Clinical Encounters in Line of Work

The first emergent theme is *Clinical Encounters in the Line of Work*. Qualitative research, particularly phenomenological studies like this, prioritizes understanding participants' lived experiences. This means exploring the nurses' feelings, thoughts, and challenges as they interact with first-time mothers about breastfeeding and the milk bank (Chesnel et al., 2022). Their clinical encounters in the line of work encompass a range of emotions, challenges, and triumphs as they navigate these sensitive conversations. While there is proof that adhering to developmentally supportive care principles enhances the outcome of the newborn, there have been numerous challenges in implementing these ideas in neonatal critical care units (Austin et al., 2019).

Cluster Theme 1.1. Facing with Patient Difficulties

The first Cluster Theme is *facing with Patient Difficulties*' nurses face a unique set of patient difficulties compared to other areas of nursing. Some women may find it difficult to nurse their premature or seriously sick infants adequately, and certain maternal health conditions can impact milk production. Mothers may worry about the safety or hygienic conditions of donor milk. The stringent testing and screening processes milk banks employ to guarantee the security of donated milk can be explained by nurses. The participants expressed this Cluster Theme through these statements:

The difficulty for us, especially first-time mothers, is that because they do not have any experience, we need to extend our patience to those close-minded mothers, more so with our health teachings. (SS 2, Lines 9 to 11, IDI 2)

Though there are some mothers, especially those who are medically inclined, there are those who would refuse and would not avail themselves of the milk bank. (SS 5, Lines 29 to 39, IDI 5)

The mothers would be dependent on the NICU because they have a source of milk; they will not make the effort to provide. It is not enjoyable, especially with first-time mothers. (SS 10, Lines 50 to 52, FGD 5)

These difficulties included feeling exhausted or fatigued, having sore or cracked nipples, swollen or engorged breasts, leaking breasts, difficulty latching on, the baby being too sleepy or fussy during feeds, feeding too frequently, not having enough milk, difficulty positioning the baby during feeds, and worrying about the baby's weight gain or loss. Health professionals may be able to define nursing issues, give targeted therapies, and more by evaluating moms' breastfeeding behaviors within six weeks of giving birth more clearly (Scime et al., 2023). On the other hand, health professionals advised educating the public before the system

is installed to reduce or eliminate misconceptions individuals may have about breast milk donor banking. Health professionals were generally in agreement with the idea of breastmilk donor banking. The main issue was misperceptions regarding the safety of breast milk. The findings highlight the need for increased stakeholder involvement and education before implementing this policy to increase uptake and acceptance (Tende et al., 2023).

Cluster Theme 1.2. Advocating Breast Milk Feeding

The second Cluster Theme is *Advocating Breast Milk Feeding*. Advocating for breastfeeding goes beyond simply telling mothers to breastfeed. It is a multi-pronged approach that involves educating the public about its benefits for mothers and babies, promoting support systems like lactation consultants and workplace accommodations, and influencing policy changes to create a breastfeeding-friendly environment. The key to successful breastfeeding advocacy lies in promoting its benefits and creating a culture of empowerment and support. Positive messaging is crucial. Move beyond the medical jargon and highlight the emotional connection breastfeeding fosters – the skin-to-skin contact, the quiet moments of nourishment, the unique bond that forms between mother and baby. Showcase diverse breastfeeding journeys in all their beauty, featuring mothers from various backgrounds feeding in public spaces, workplaces, and at home. This normalizes breastfeeding and challenges any stigma associated with it.

The participants expressed this Cluster Theme through these statements:

We do our part to express breast milk and for them to donate. (SS 63, Lines 263 to 264, FGD 5)

The use of breast milk is very economical, unlike the use of bottle feeding, wherein you will need to wash, and then it is costly. (SS 105, Lines 418 to 419, IDI 2)

Breastfeeding is best for babies. The mother should produce her milk for her baby. (SS 118, Line 480, IDI 4)

It is a big help because you can see that using just pure breast milk means fast recovery for the babies. (SS 119, Lines 482 to 483, IDI 5)

It takes interdisciplinary collaboration to support breastfeeding. When it comes to breastfeeding premature babies, nurses are crucial. First, nurses are ardent supporters of raising family awareness of the importance of breastfeeding. Second, nurses are instructors who help pregnant and lying-in women technically and emotionally. Third, on a multidisciplinary team, nurses serve as coordinators. Unsupportive lactation policies, a knowledge gap, and nurses' ignorance of the benefits of breastfeeding are obstacles to breastfeeding promotion for premature infants (Yuan et al., 2022). There is no denying the superiority of human milk for preterm or otherwise challenged newborns. Human milk is a lifesaver for some newborns in the intensive care unit. It is frequently the NICU nurse's responsibility to inform the family that formula feeding is not in the baby's best interests regarding survival. This requires excellent communication skills, tact, and compassion. The NICU nurse occasionally promotes donor milk use occasionally (Boquien, 2018).

Cluster Theme 1.3. Promoting Milk Bank Services

The third Cluster Theme is *Promoting Milk Bank Services*. A crucial aspect of nurse leaders' lived experience is their ability to deal with different personalities. Leadership is not just about tasks and strategies; it is about effectively managing a team of individuals with diverse personalities, communication styles, and working preferences. A leader's ability to manage diverse personalities directly impacts team dynamics and cohesion.

The participants expressed this Cluster Theme through these statements:

We encourage the mother to donate and get breast milk from the milk bank. (SS 95, Lines 381 to 382, IDI 2)

We promote them by donating their milk to the milk bank. (SS 96, Lines 384 to 385, IDI 3)

We encourage mothers regarding the milk bank so that all babies in the NICU will be helped. (SS 104, Lines 414 to 415, IDI 1)

Encourage mothers to produce more milk, which will be donated to our milk bank and help many babies here in DRMC (SS 108, Lines 434 to 435, IDI 4).

In many affluent countries, human milk banks are utilized to give human milk to neonatal intensive care units. When a mother of a preterm or low-birth-weight newborn has insufficient milk, neonatal staff members prefer to prescribe donor human milk instead of formula whenever possible. International groups like the World Health Organization and the United Nations Children's Fund support the creation of human milk banks to strengthen and encourage breastfeeding initiatives (Guo & Ahmad, 2020). With a small but growing number of milk banks operating in low-income and middle-income countries, human milk banks have been established in over 60 countries worldwide. This growth has prompted calls for vulnerable infants, such as low birthweight babies with necrotizing enterocolitis, to have equitable access to human milk (Fang et al., 2021).

Cluster Theme 1.4. Providing Health Education

The fourth Cluster Theme is *Health Education*. A crucial aspect of nurse leaders' lived experience is their ability to provide health education. First-time mothers with babies in the Neonatal Intensive Care Unit (NICU) face a unique set of challenges. NICU nurses are critical in helping these mothers by giving their babies medical attention and vital health information.

The participants expressed this Cluster Theme through these statements

Health education is needed for those first-time mothers who want to produce milk for the milk bank. (SS 26, Line 117, FGD 1)

Health teaching, proper dissemination, or provision of valuable services to ensure that the infants in the NICU have access to milk in the milk bank. (SS 28, Lines 123 to 124, FGD 3)

We provide lectures every day on how to have more milk supply. We discuss how to express and pump milk. (SS 42, Lines 169 to 170, FGD)

Health education is an integral part of promoting health and preventing disease. The World Health Organization (WHO) states that the main goals of health education are to inform clients and to help them acquire the skills and self-assurance they need to participate in activities that promote their health. Teaching patients and their families improves their engagement in treatment and adherence to treatment programs, improving health outcomes (Khazhymurat et al., 2023). Health education enables patients and families to become more active in their care. Health education helps patients, and their families improve their overall health by expanding their knowledge and changing their attitudes toward caring for their well-being (Pueyo-Garrigues et al., 2019).

Emergent Theme 2: Overcoming the Challenges

The second Emergent Theme is *Overcoming Challenges*. NICU nurses navigate a complex dance when mothers face challenges with milk production or refuse donor milk. They employ adaptive strategies tailored to the situation (Scrichalerm et al., 2020). For mothers struggling with milk production, nurses might utilize galactagogue information and resources (referring to medications or herbs that can promote lactation) while also exploring underlying causes like latch difficulties or maternal health conditions (Ryan et al., 2024). In cases where mothers are hesitant about donor milk, nurses can adopt an empathetic approach, understanding cultural beliefs or safety concerns. They might provide clear, evidence-based information about rigorous donor milk screening procedures (Ahmed et al., 2024). Adaptive strategies can also involve gradually introducing donor milk, mixing it with expressed breast milk, or offering it by cup and spoon to address anxieties. Ultimately, these flexible and patient approaches aim to support informed decision-making, prioritizing the infant's nutritional needs while respecting mothers' choices (Tran et al., 2020).

Cluster Theme 2.1. Accepting Support from Colleagues

The fifth Cluster Theme is *Accepting Support from Colleagues*. Neonatal intensive care units (NICUs) contrast the serene nurseries most envision for newborns. Here, premature infants or those facing critical health challenges fight for survival amidst a symphony of beeping monitors and whirring machines. The pressure to provide this sophisticated care management falls squarely on the shoulders of NICU nurses. In our fast-paced world, needing help can sometimes be a sign of weakness. However, accepting support from others is a crucial aspect of resilience and overall well-being. It is about acknowledging that we all have limitations and that leaning on others can empower us to achieve more than we could alone.

The participants expressed this Cluster Theme through these statements:

We help each other by explaining breast milk's importance to the mothers. (SS 74, Lines 302 to 303, IDI 1)

For example, there is one mother who refuses to avail of the services of the milk bank; one of my colleagues would talk to the mother during the start of the duty,

and then another one would do a second discussion. (SS 75, Lines 305 to 307, IDI 2)
Sometimes, we ask for help from colleagues, but they are willing to help, especially in convincing the hesitant mothers. (SS 81, Lines 329 to 330, FGD 3)

Nursing staff collaboration is essential to ensure patient safety and high-quality treatment in the complex and quickly evolving modern healthcare delivery system. Patient safety and high-quality patient care are found to be significantly influenced by teamwork and team-based treatment. Since it promotes the best outcomes for both nurses and patients, practical cooperation is widely acknowledged as one of the prerequisites for a positive work environment in nursing (Bragadóttir et al., 2023). The advantages of collaboratively developing nursing care plans and exchanging expert viewpoints among team members go beyond providing efficient, patient-centered care. Collaborative planning fosters a culture of open communication, allowing nurses to identify potential issues and adjust plans before they arise. This lowers the possibility of mistakes and guarantees the best possible care. (Baek et al., 2023).

Cluster Theme 2.2. Implementing Resilience by Fostering Adaptability

The sixth Cluster Theme is *Implementing Resilience by Fostering Adaptability*. The Neonatal Intensive Care Unit (NICU) is a dynamic environment demanding constant adaptation from its nurses. These frontline caregivers face unique challenges: fragile patients, complex medical technologies, and the emotional needs of both infants and families. However, NICU nurses are not daunted; they are champions of adaptability, continuously seeking new and improved ways to provide optimal care. Their dedication to their patients and willingness to adapt and embrace new ideas ensure that the most vulnerable members of our society receive the highest quality care possible.

The participants expressed this Cluster Theme through these statements:

Take it as a challenge, each mother. We cannot force them. Encourage and provide health teaching, especially in our hospital, where formula milk is not allowed. (SS 58, Lines 241 to 242, IDI 5)

I befriended the mothers so that they would trust me and understand me. (SS 94, Lines 376 to 378, IDI 1)

We allocate time to talk with them. We encourage mothers and family members by educating them about milk banking. (SS 70, Lines 289 to 290, FGD 2)

The high demand for nurses has underlined the importance of building a strong and resilient staff. Current and predicted deficiencies in the quantity of nursing staff needed to provide high-quality treatment have exacerbated the difficulty of reacting to better support personnel in addressing rising healthcare demand. Building personal resilience is crucial for managing work-related stress and adversity, sustaining job satisfaction, practicing self-care, and improving worker retention and well-being (Henshall et al., 2020). Adaptability and resilience are crucial for nurses to manage their work's demanding and often unpredictable nature. The healthcare environment constantly evolves, with new technologies, procedures, and patient needs emerging regularly. Adaptable nurses can adjust their approach, learn new skills, and embrace change without feeling overwhelmed. This reduces stress and fosters a sense of control over their work environment (Middleton et al., 2022).

Cluster Theme 2.3. Motivating by Loving the Job

The seventh Cluster Theme is *Motivating by Loving the Job*. Nursing is a never-ending dance with pressure, particularly in high-stress settings like the NICU. Even the most committed nurses can experience burnout, emotional distress, and the burden of obligation. However, according to research, cultivating a strong passion for one's work can be an effective adaptive strategy advantageous to all parties. Their resilience is fueled by this enthusiasm, which also improves patient care and, in the end, increases job satisfaction.

The participants expressed this Cluster Theme through these statements:

I got used to the work; one should love their work. (SS 84, Line 343, IDI 1)

I love babies because I also have my child, and it is different when you are a mother, have been breastfeeding, and donate your milk to the milk bank; I love my work. SS 85, Lines 345 to 346, IDI 2)

I like working in the NICU, and I love it. (SS 89, Line 358, FGD 1)

I like working in the NICU, and I love it. (SS 89, Line 358, FGD 1)

Stressors, as well as physical and psychological hazards, are always present for nurses, which can hurt their day-to-day work. Burnout may be brought on by these unfavorable psychosocial conditions combined with a low sense of one's health, well-being, and quality of life. For the nurse to perform as well as possible, the positive psychology approach seeks to enhance occupational health, both physical and mental, and to foster a growing sense of passion at work (Gómez-Salgado et al., 2018). Nurse burnout is a well-known problem in critical care environments. Numerous studies conducted over many years have shown that nurses can become burned out at work.

Nonetheless, many nurses have lengthy careers, indicating that burnout is only one of the results for them. Experiences of thriving might also be present for nurses. The Model of Thriving at Work has internal (knowledge, outlook, and relationships) and external (autonomy, climate of trust and respect, and information sharing) components. The ideas of vitality and continuous learning define thriving. Nurses who have learned to love their jobs are among those who have thrived (Jackson, 2022).

Emergent Theme 3: Improving Service Provision

The third Emergent Theme is *Improving Service Provision*. The current narrative surrounding breastfeeding for mothers of preterm or LBW infants is dominated by negativity. A relentless focus on pumping struggles, latch difficulties, and anxieties paints an incomplete picture. This one-sided portrayal can discourage mothers and hinder breastfeeding success. To bridge this gap, we need a paradigm shift – a deep dive into the positive aspects of this journey. NICU nurses are best positioned to spearhead this initiative (Flacking et al., 2021). Future initiatives and programs aimed at minimizing breastfeeding disparities will be designed and implemented with the assistance of nurses. The goal of interventions should be to give moms assurance and practical support in the beginning and through their breastfeeding experience. The results further emphasize the necessity of customizing services to accommodate varied populations that recognize various customs and family traditions (Cook et al., 2021).

Cluster Theme 3.1. Dealing with First-Time Mothers

The eighth Cluster Theme is *Dealing with First-Time Mothers*. The experience of being a mother involves much emotional adjustment. A new world of duties, worries, and hormonal fluctuations await first-time mothers. The NICU atmosphere increases parents' worry and anxiety about the welfare of their unborn child. Patient mothers can voice their worries and ask inquiries without worrying about being judged. This openness results in better communication and a more trustworthy relationship between the mother and the nurse.

The participants expressed this Cluster Theme through these statements:

We also need more patience, especially with the hesitant mothers, when availing of milk bank services. (SS 55, Lines 227 to 229, IDI 2)

You need to have immense patience and provide explanations through good communication. Encouragement and proper explanation to those first-time mothers. (SS 57, Lines 238 to 239, IDI 4)

Encouraging and being patient with guidance on accessing milk bank services is necessary. (SS 59, Line 247, FGD 1)

In nursing, care consistency can ease parents' concerns. All research participants felt that providing emotional support in the NICU is essential. The participants in a study by (Sidek et al., 2021) indicated several strategies for providing this support, including being patient and establishing rapport with the parents. With the parents, this can build a connection based on trust. Mothers in the NICU are vital partners, not just visitors. Their presence and care directly impact infant health. Adapt nursing education to meet the unique requirements of these mothers, covering aspects such as breastfeeding assistance and psychological health. This fosters collaboration, empowers mothers, and ultimately leads to better outcomes for fragile newborns (Kim et al., 2020).

Cluster Theme 3.2. Promoting a sense of understanding

The ninth Cluster Theme is that Mothers can better balance the emotional benefits of receiving donated milk against the inconvenience or time commitment of pumping when they know its beneficial effects on preterm or unwell newborns. When milk donation is framed as a powerful voluntary act that gives them a sense of control, mothers can donate their place and comfort level.

The participants expressed this Cluster Theme through these statements:

We make them understand that the milk and the milk bank are clean and will help protect their babies against sickness. It would help if you practiced patience and persistence with the hesitant mothers. (SS 40, Lines 163 to 165, FGD 3)

Make the hesitant mothers understand the advantages and disadvantages. (SS 41, Line 167, FGD 4)

We make them understand that there is a need to feed the baby. (SS 68, Line 283, IDI 5)

Health practitioners who could explain the benefits to prospective customers supported the concept of breastmilk donor banking. Participants were enthusiastic about breastmilk banking and enthused about how it would assist mothers in their quest to feed their babies by saving them time and money (Tende et al., 2023). Understanding what motivates mothers to donate breast milk and patronize milk bank services can significantly improve communication. Increasing public knowledge of the short- and long-term health advantages of breastfeeding for both mothers and babies is still essential. (Kadi et al., 2020).

Cluster Theme 3.3. Addressing Opportunities for Improvement

The tenth Cluster Theme is *Addressing Opportunities for Improvement*. Administrators may address employee issues, pinpoint areas for development, and eventually establish a more positive and productive work environment with the help of a feedback loop. With this knowledge, they are more equipped to make decisions that enhance employee happiness and well-being while improving patient care and fortifying the healthcare system.

The participants expressed this Cluster Theme through these statements:

It is a big help; we need more training and orientation. (SS 16, Line 78, FGD 1)

It is essential to attend trainings and seminars. (SS 100, Line 398, FGD 2)

There is a need to increase the space for milk storage and continue promotion to all mothers about the value of the milk bank and to donate. (SS 102, Lines 403 to 404, FGD 4)

Experiences and observations offer essential insights into areas where the NICU needs to improve. Developing adequate breastfeeding practice standards and policies to support breastfeeding women in the NICU may require new learning methodologies and breastfeeding support training (Srichalerm et al., 2024). By addressing opportunities for improvement, NICU administrators can create a supportive and well-resourced work environment for their nurses (Alsadaan et al., 2023).

IMPLICATIONS

This chapter discusses the research results' implications for nursing practice, education, and research. It is still essential to increase public knowledge of the short and long-term health advantages of breastfeeding for both mothers and babies.

The sample consisted of 10 participants who passed the set criteria: with at least one year of experience in the NICU setting and familiarity with supporting breastfeeding and the milk bank. The study used the Colaizzi approach. Comprehensive interviews were carried out with the nurses. They were invited to discuss their insights, coping mechanisms, difficulties, and experiences. Themes were found by analyzing collected data. Stories were created to give voice to the nurses. Further analysis was conducted to establish the link between everyone's experiences and the broader caregiving context of leadership roles.

The research on NICU nurses' experiences with first-time mothers using donor milk offers practical insights to improve breastfeeding support practices in the NICU setting. The research can inform training programs on sensitive communication strategies for discussing donor milk with first-time mothers. This includes addressing potential anxieties, highlighting the benefits of donor milk, and ensuring informed decision-making. Nurses can be better equipped to individualize lactation support for mothers who choose donor milk. This might involve combining pumping with breastfeeding attempts to stimulate milk production, offering emotional support as mothers navigate their feelings about donor milk, and providing guidance on integrating donor milk feedings with breastfeeding attempts.

Nursing education can emphasize the development of solid communication skills. This includes active listening, practicing empathy, and employing supportive and non-judgmental language when discussing donor milk with first-time mothers. The curriculum can delve deeper into the ethical considerations, medical protocols, and logistical aspects of donor milk use in the NICU. This empowers nurses to answer mothers' questions comprehensively and address potential anxieties. Courses can incorporate strategies for tailoring lactation support to mothers who choose donor milk. This might involve exploring techniques for combining pumping with breastfeeding attempts, addressing emotional challenges associated with donor milk use, and integrating donor milk feedings with breastfeeding efforts. Nursing education can highlight the importance of interdisciplinary collaboration between nurses and lactation consultants. Future nurses can be trained to identify mothers who might benefit from lactation consultations and facilitate communication between mothers and these specialists.

Research could explore the effectiveness of support groups for mothers in the NICU who are using donor milk. Investigate the advantages and disadvantages of each format. In-person groups offer face-to-face interaction and a sense of community, while online groups provide flexibility and anonymity. Explore the effectiveness of groups facilitated by experienced mothers compared to those led by lactation consultants or NICU nurses. Investigate how support groups facilitate the sharing of experiences and practical advice related to donor milk use, breastfeeding attempts, and coping with the NICU environment.

RECOMMENDATIONS

The research explored the lived experiences of NICU nurses and offers valuable insights that can be translated into actionable improvements for nursing practice, education, and future research endeavors. The following recommendations aim to expand the investigation's scope, deepen the data analysis, and enhance the research design and methodology. By implementing these suggestions, we can ensure the findings from "The Milk Bank" inform best practices and contribute to a more supportive environment for mothers and infants in the NICU setting.

Firstly, expanding the Scope of Investigation: It would be advantageous to incorporate the viewpoints of lactation consultants and first-time mothers who used donor milk, as the study mainly focused on nurses' experiences. This triangulation of perspectives provides a more thorough understanding of the phenomenon. Understanding the general public's perception of the donation and acceptance of human milk is crucial to promoting the establishment of new human milk banks.

Secondly, Deepening the Analysis: Investigate and Analyze how using donor milk affects mothers and nurses psychologically. Analyze the impact of cultural and religious beliefs on nursing practices and the use of donor milk. The study concludes that to promote acceptance and increase public knowledge of human milk and human milk banking, extensive public outreach is required.

Thirdly, enhancing the exploratory-sequential mixed technique can yield more thorough knowledge and a better answer to a research problem by fusing the qualitative and quantitative data. This research is also suggested to determine the extent of the study's data. It is necessary to build strategies for improving the quality of the collected and evaluated data to produce comprehensive and trustworthy research investigations.

Finally, Dissemination and Impact: Based on the research findings, provide NICU nurse education materials. These materials cover sensitive lactation support techniques, communication strategies, and methods to alleviate the stigma associated with using donor milk.

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