

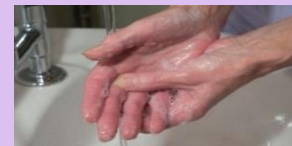
Neonatal – Remote Baby Video Conference

Presenting...

Chakrapani Vasudevan, Consultant Neonatologist [@VasudevanChakra](#)

Shelley Bailey, Assistant Chief Nurse [@BTHFTShelleyB](#)

Carol Hudson, Advanced Neonatal Nurse Practitioner [@Carol_Hudson14](#)



Background



- Neonatal service – 29 cots / 600 – 800 adm / yr
- Regional Intensive Care Unit – ODN
- Neonatal intensive care
 - Vulnerable
 - Parental expectations / anxiety
 - Separation
- Babies from out of area



Current (previous) practice

- Admission from delivery suite – babies briefly shown to parents / pictures offered
- Parental visit
 - Baby's condition – procedures
 - Maternal conditions
 - Distance
 - Staff availability
- Picker survey (2013)



Vision

- Enable two way video conferencing facility
- Parents / extended family
- Enhancing parental experience
- Reducing anxiety
- Improve bonding
- Breastfeeding



The Team



Chakrapani Vasudevan, Consultant
Neonatologist

Shelley Bailey, Assistant Chief Nurse

Carol Hudson, Advanced Neonatal Nurse
Practitioner

Steve Pearson, Network and Telecoms
Manager

Dave Griffith, Informatics Programme
Manager

Team Development

Required coordination:

- Management

Required collaboration from:

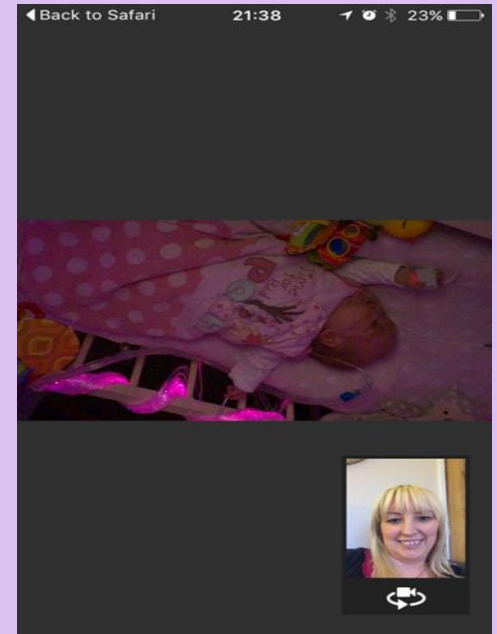
- Informatics
- Information Governance
- Finance
- NNU team

Informatics challenges / key aspects

- Discover a technology that is
 - Easy to use
 - Reliable
 - Doesn't cost too much
 - Protects confidential information
- Technical validation and monitoring

Achieving the goal...

- Scoping
 - Parental views / Bliss volunteers
 - Staff attitudes
- Implementation
 - Training and Education
 - Dissemination and motivation
 - Identifying champions



Challenges

- Clinical
 - Patient
 - Timing
- Technical
 - Troubleshooting
 - Unfamiliarity
- Attitudinal



Evaluation

Experience of Videoconferencing – Evaluation Form – Parents

1. The clarity of video images were good
Strongly disagree 1 2 3 4 5 Strongly agree

2. This facility helped me to see my baby sooner / more often than otherwise
1 2 3 4 5

3. I think this facility enhanced our experience (parents and families) in the neonatal unit
1 2 3 4 5

4. This facility made me / us feel more anxious about my baby
1 2 3 4 5

5. I recommend that this facility should be extended to more families in the future
1 2 3 4 5

Any other comments....
This is an amazing idea, I used this at night time and could see that my baby was settled before I went to bed. This will be great for parents who are not able to get to the hospital when babies are first born. I was in a different hospital to my husband & I was able to see him.

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5. I recommend that this facility should be extended to more families in the future
1 2 3 4 5

Any other comments....
Brilliant idea

Experience of Videoconferencing – Evaluation Form – Staff

1. I found the equipment / technology easy to use
Strongly disagree 1 2 3 4 5 Strongly agree

2. I felt that the equipment was available to use all the time
1 2 3 4 5

3. I think this facility enhanced the experience of parents and families in the neonatal unit
1 2 3 4 5

4. I do not think parents would benefit from this experience
1 2 3 4 5

5. I think this facility enhanced the experience of parents and families in the neonatal unit
1 2 3 4 5

Any other comments....
Brilliant

100% positive feedback with excellent patient satisfaction

Questions?

Thank you...

