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Enhancing Family-Centered Care in KKH NICU: The Impact of Virtual Visitation on Parental Satisfaction and Staff Perspectives

Introduction

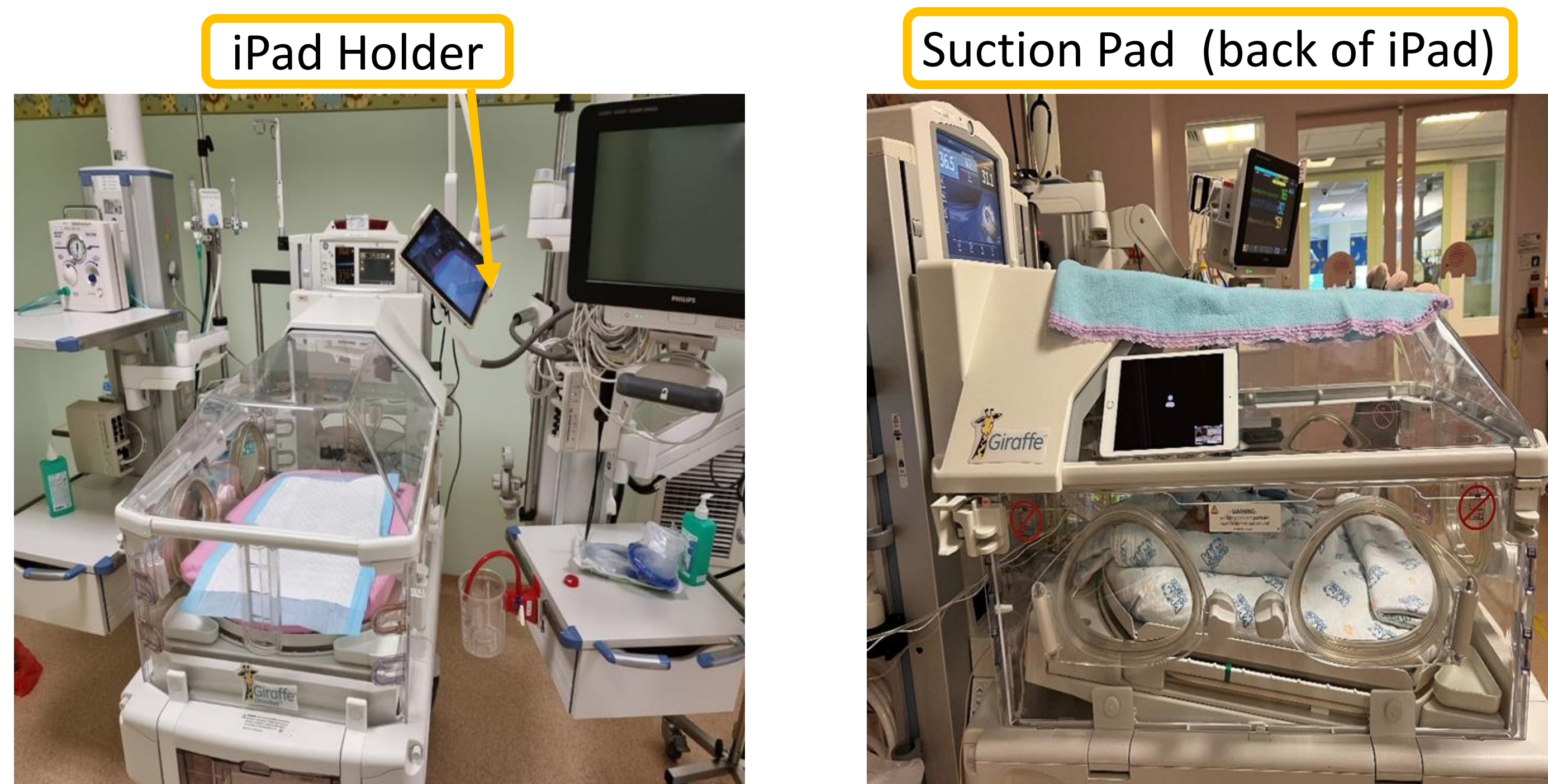
NICU often face challenges in facilitating parental presence due to various constraints. Virtual visitation emerges as a promising solution to bridge the gap between families and their infants during critical care^{1,2}. This study aims to evaluate (1) Parental Perceptions and Experiences, (2) Impact on Parental Anxiety Level, (3) Staff Satisfaction and Workflow and (4) Service Utilization and Acceptance on a Zoom based telehealth setup.

Methodology

A team comprising of nurses, doctors and administrators were put together to execute and study the project between Mar to Aug 2023. A pre-service survey was first conducted among parents (n=19) to understand their needs and develop a solution. Thereafter, an implementation-service survey (before & after) for parents (n=23) and staffs (n=40) surveys were collected for evaluation.

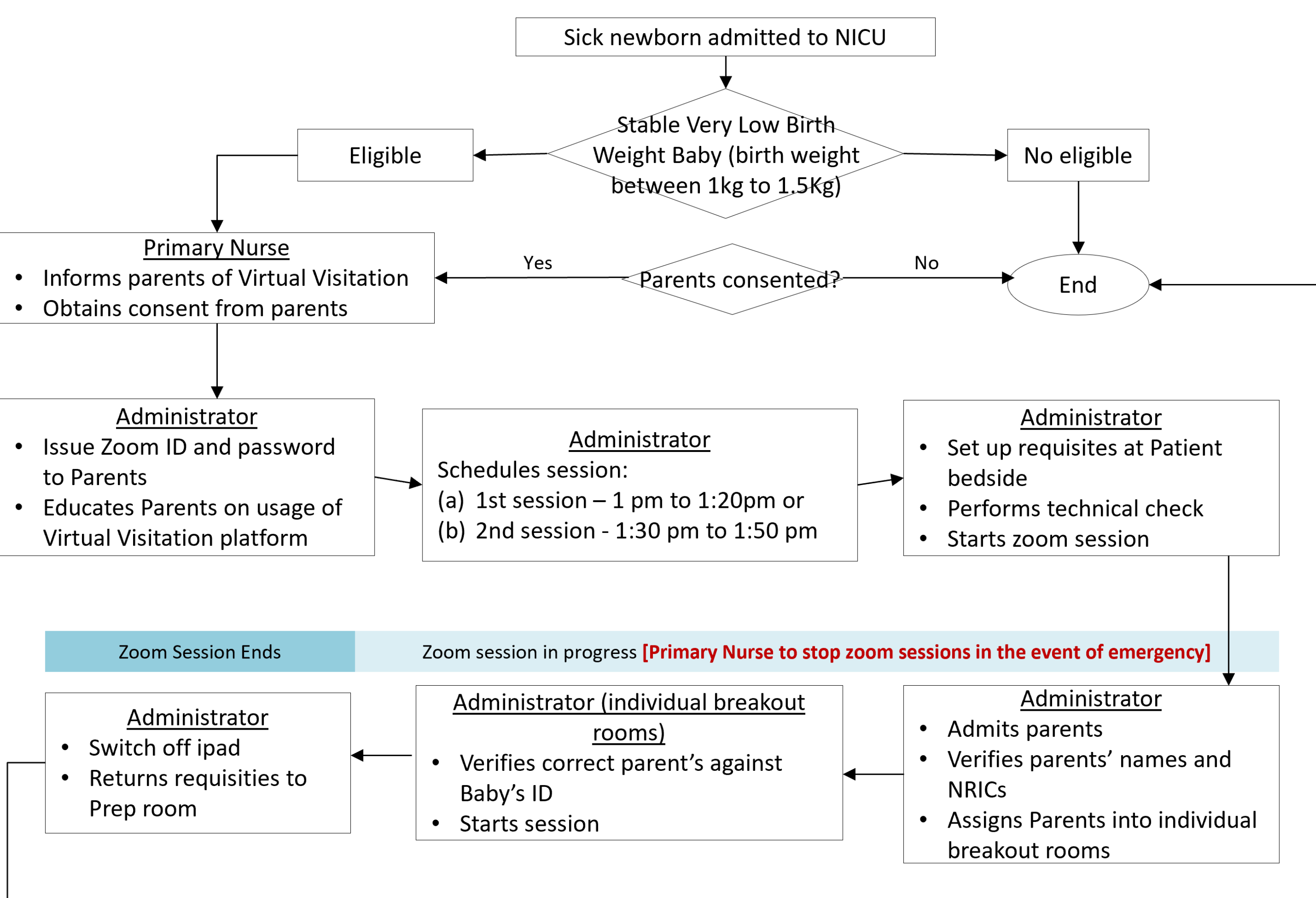
Setup

iPads were set up onto NICU beds in 2 easy configurations for family members to join in.



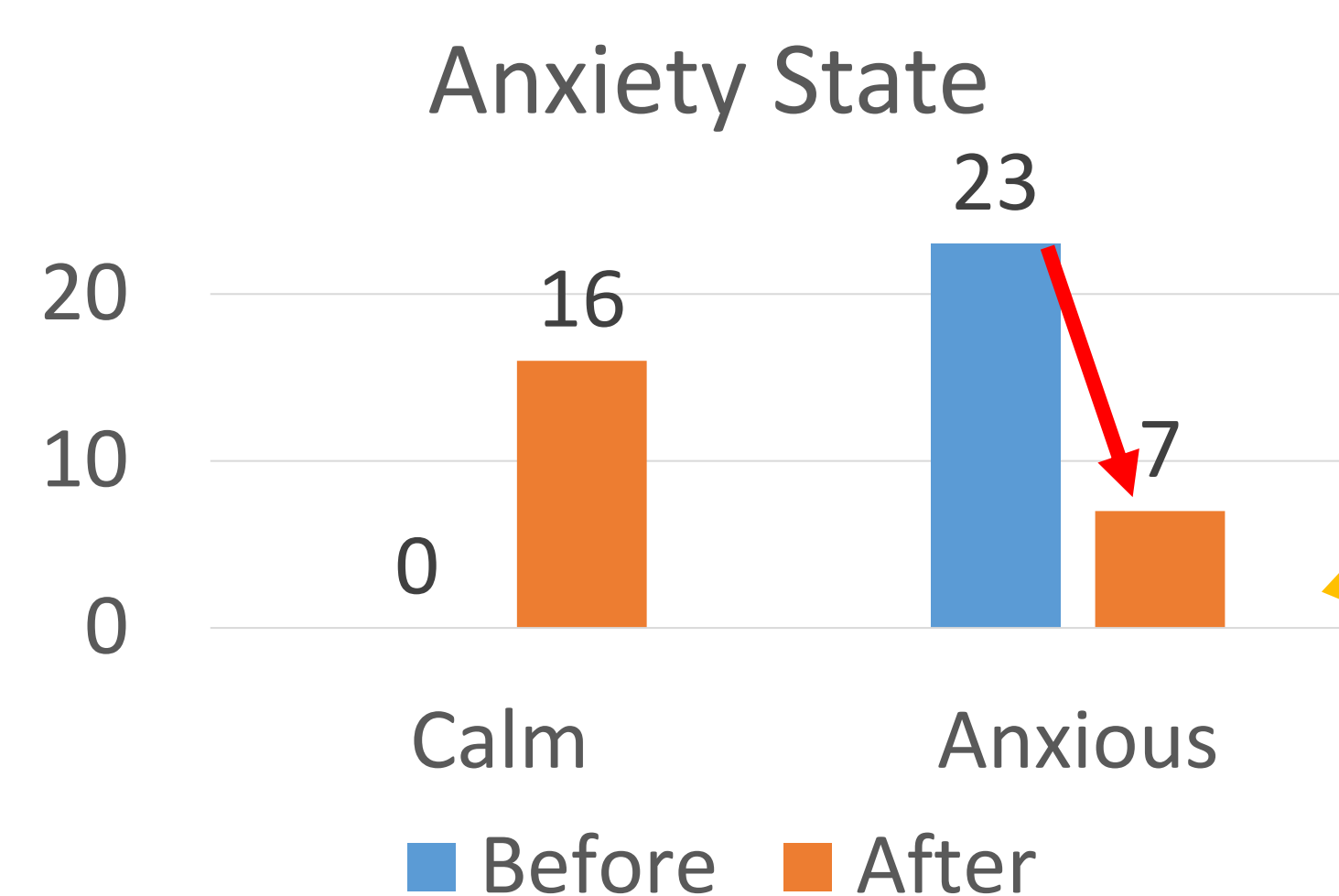
*in the event of emergency, streaming will be paused

Workflow



Results

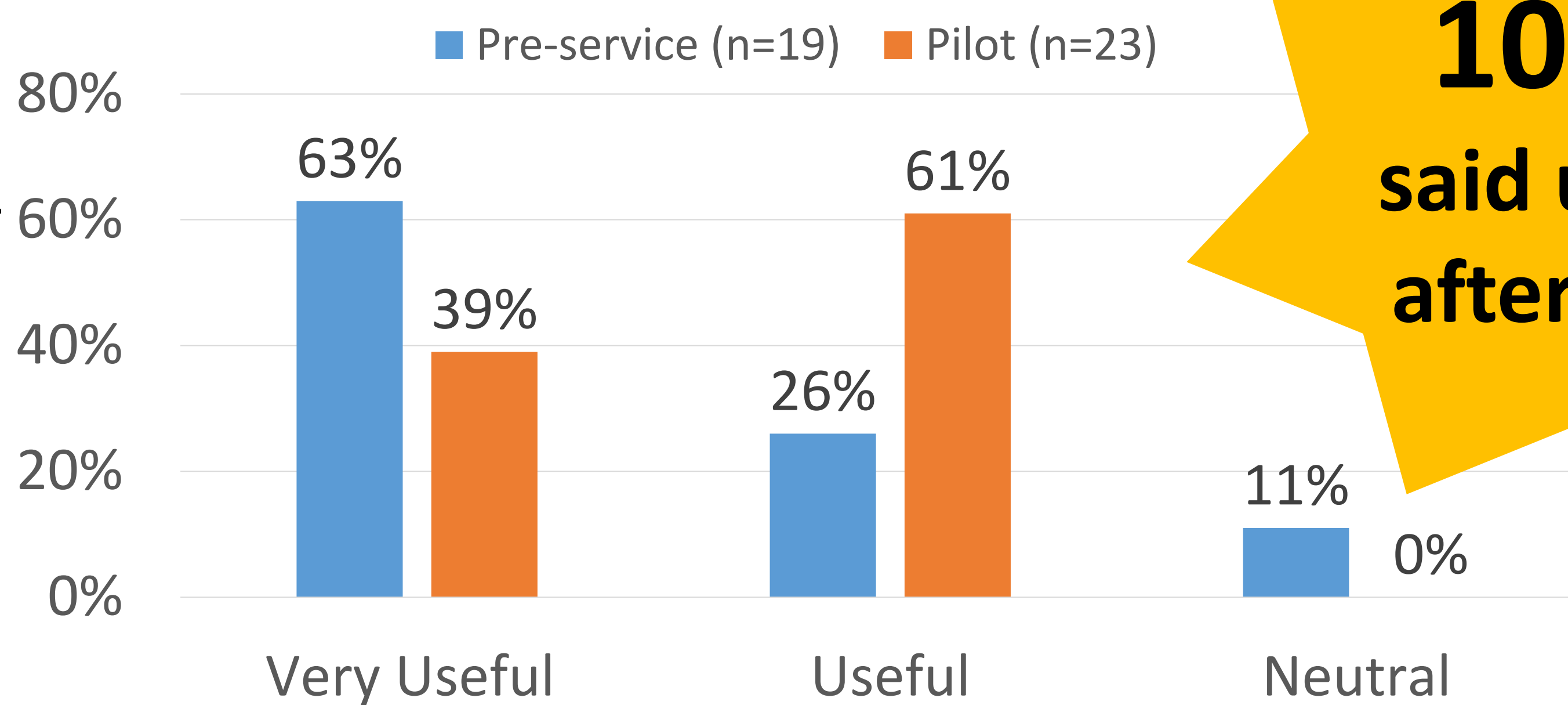
1. Impact on Parental Anxiety in NICU



70% felt less anxious

2. Good Parental Perception and Experience

5. Do you think it is useful for hospital to have/continue this service for your family?

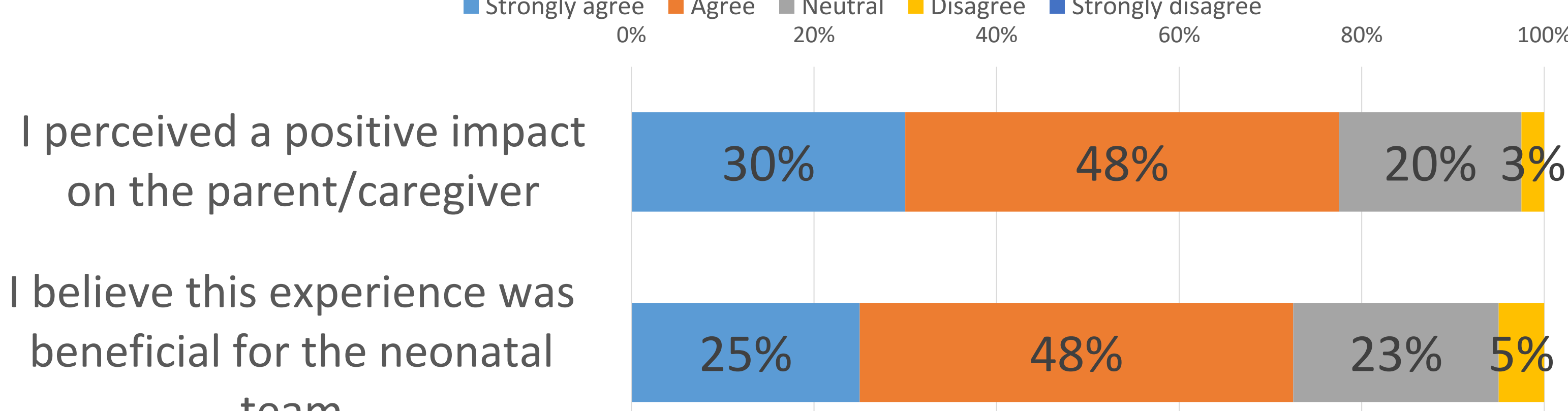


100% said useful after pilot

➢ Over 65% were very satisfied with pre-zoom instructions, connectivity and angle of view

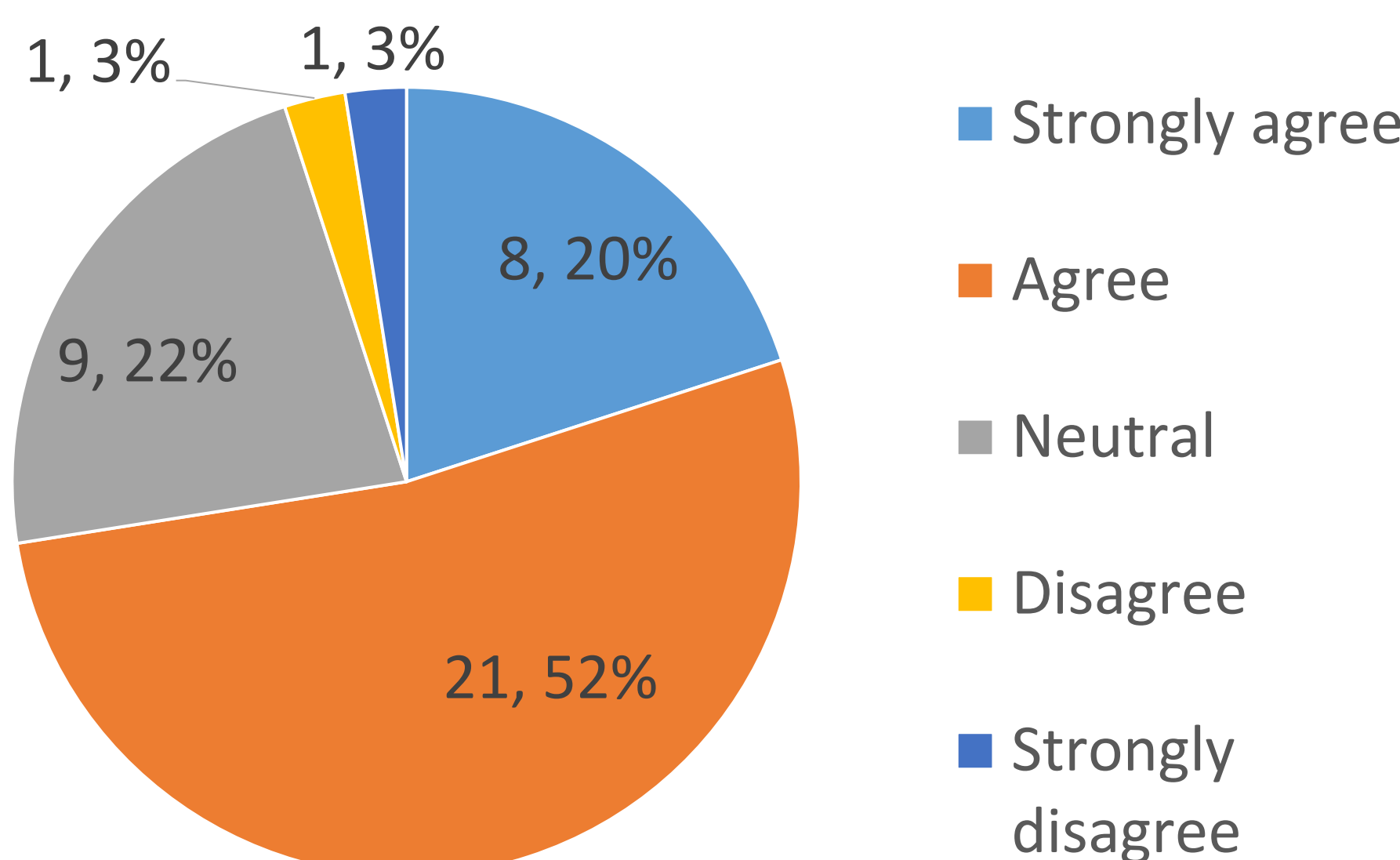
3. High Satisfaction from Staff

3. Staff perception on virtual visitation service



At least 73% staffs perceived positive impact of the service for family

4. My daily work is not impacted



72% staffs indicated no disruption of daily workflow

Conclusion

Our study shows virtual visitation as a valuable adjunct to traditional NICU care, facilitating meaningful connections between families and their infants while addressing various no-presence challenges. This new service at NICU is **financially sustainable (cost recovered)** and offers invaluable benefits and convenience for families in critical care. While we acknowledge there are some additional workload, NICU staffs do see it as a meaningful and **net-positive implementation**.

References: 1. Dunham, M.M. (2020). Nicu maternal-infant bonding. Virtual Visitation as a bonding enhancement tool. The Journal of Perinatal & Neonatal Nursing, 34(2):p 171-177, April/Jun 2. Desai, P., Kazmi, S.H., Schneider, S., et al. (2023) Virtual Care across the Neonatal Intensive Care Continuum. Curesus, 15(2).