

Taking Family Centered Care to a Whole New Level: BabyCam

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Taking Family Centered Care to a Whole New Level: BabyCam

Lehigh Valley Health Network, Allentown, Pennsylvania



Keeping families connected... *BabyCam, a leading-edge, high-definition, web-based camera system, enables families to remotely visit their baby at any time to feel more connected when unable to be physically present. This service is available in a 40 bed, Level III, neonatal intensive care unit (NICU) and has truly enhanced the concept of family centered care.*

Originating Organization

- University of Arkansas Medical Sciences (UAMS) partnered with Lehigh Valley Health Network (LVHN) as the first site to use their technology, Angel Eye™ system, software, and equipment.

Funding

- Dorothy Rider Pool Health Care Trust provided financial support for BabyCam to be implemented at LVHN.

Adaptations

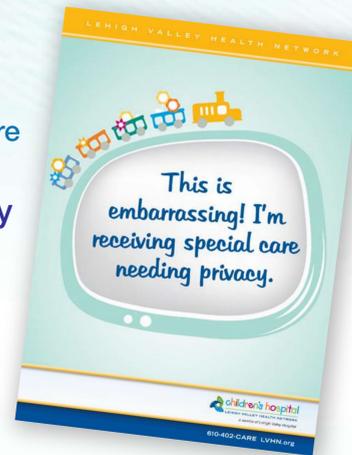
- LVHN requested software upgrades to:
 - allow parents more control over viewers
 - yield an automatic parent survey
- UAMS identified a core group of nurse superusers; LVHN trained every nurse to be a superuser.

Barriers Identified by Staff

| Barriers | Action Items |
|--------------------------------|--|
| Increased workflow | Staff Survey (Pre-implementation) |
| Amplified parent stress level | |
| Concern of legal ramifications | UAMS shared experiences and education; Approval from LVHN legal department |

Workflow

- RN offers parents BabyCam within first few days of their baby's admission to NICU:
 - explanation of service and camera system
 - consent form signed
 - camera turned on
 - instruction packet given
 - parent receives email to create account and share with family members
- RN performs a CAMERA CHECK to ensure baby is visible.
- RN uses CRIB CARDS to cover camera for privacy when care is performed.



Evaluation Methodologies

Nurse Survey Results (n=44)

Pre-survey

- 64% of nurses felt work flow would change with the introduction of BabyCam.

Post-survey (6 months after implementation of BabyCam)

- 86.3% of nurses felt work flow changed only "somewhat" or "not at all."

Camera Data (n=9 cameras)

November 2012 – July 2013

- 62 babies enrolled in Babycam program
- 124 family members used BabyCam
- 6,376 minutes of logged viewing time



Lessons Learned

- One-size does not fit all.
 - Physical layout (private rooms vs. open bays) and types of bassinets used in NICU are two factors that determine how camera system is installed (bassinet mounts vs. wall/shelf mounts)
- 9 cameras not enough!
 - 44 wall/shelf mounted cameras by end of CY2013
- On-site training, presence during go-live, and ongoing support by UAMS was crucial.
- Additional education needed for parents.
 - interpretation of what will be seen
 - information (base knowledge) to share with family members

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"I always feel like she's there. Even though she's not in the house, I always feel her presence with me."

- Jacelia Colon, mother of Janiya, born at 27 weeks gestation, 1 lb. 15 oz.

