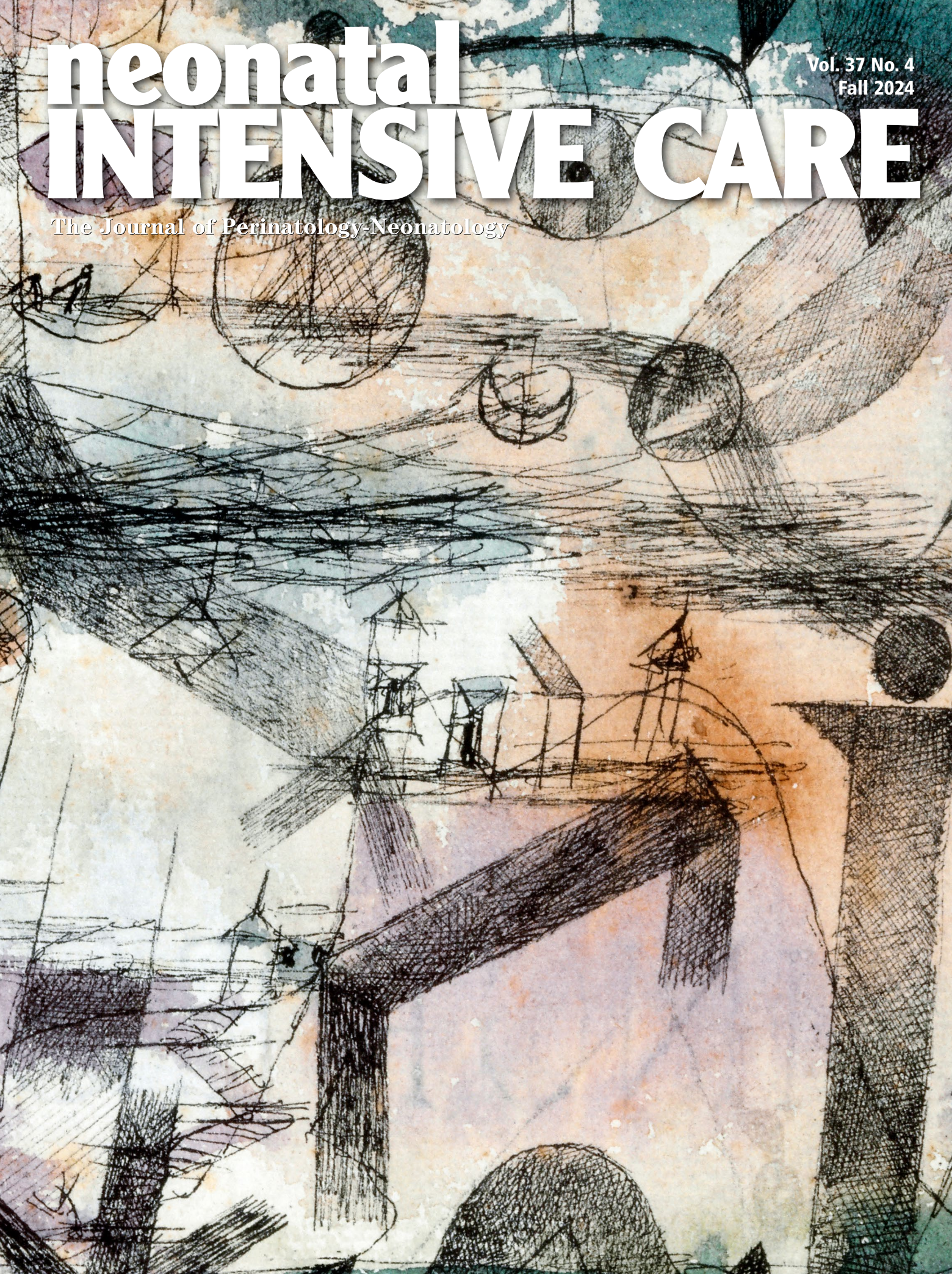


neonatal INTENSIVE CARE

Vol. 37 No. 4
Fall 2024

The Journal of Perinatology-Neonatology



Transforming Frontline Healthcare With Family Engagement Technology

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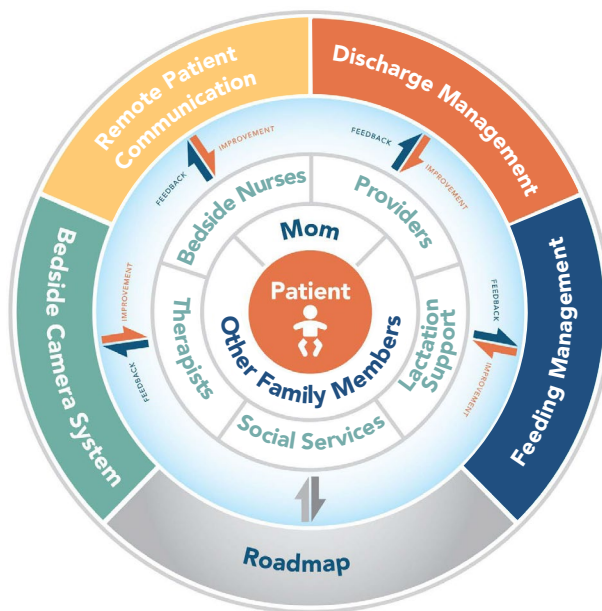
The Neonatal Intensive Care Unit (NICU) is a highly specialized area where critically ill newborns and premature babies receive the care they need. In such a setting, nurses face immense challenges, balancing the demanding care routines with the need to communicate effectively with the families of these patients. Emerging and evolving technologies developed for use in the NICU are pivotal in enhancing care and communication. This article will discuss how various technological solutions, from communication and engagement to feeding management and discharge coordination, support NICU nurses, engage families in the care process, and improve patient outcomes.

Enhanced Communication and Family Engagement

NICU cameras and messaging systems support nursing teams by keeping families informed and involved in their baby's care. This type of technology addresses the significant challenge of maintaining family connections when physical presence in the NICU is not possible. Live-streaming video feeds allow parents to view their newborns anytime from anywhere, enhancing emotional bonding and reducing the stress associated with separation.

Bedside cameras with messaging functionality enhance the nursing experience by offering tools that improve communication efficiencies, such as real-time texts, photos, and videos. These features ensure parents receive consistent updates about their child's progress, care plan, and memorable moments. This technology increases parent satisfaction scores for hospitals and streamlines communication, reducing the need for disruptive phone calls. Additionally, the state-of-the-art system provides comprehensive reporting and analytics.

Jaylee Hilliard is the Senior Director of Clinical Strategy at AngelEye Health, revolutionizing patient and family support through advanced technology. With extensive experience in nursing leadership and NICU parenting, Jaylee drives product innovation, supports healthcare leaders, and empowers hospitals to achieve the quadruple aim. Nicole Nyberg is a Neonatal Nurse Practitioner with Cone Health, CEO and Founder of Empow-ering NICU Parents, and the host of the Empowering NICU Parents' Podcast. After her son's NICU experience, she is devoted to supporting, educating, and empowering NICU parents and clinicians with a particular focus on the positive effects parental engagement and family-integrated care have on the infant's long-term trajectory and the family's overall well-being.



Solutions that Support the Quality of the Nurses' Shift

Overall, NICU cameras with messaging systems are invaluable in supporting nursing teams by improving communication, reducing workload, and enhancing the overall care experience for families and healthcare providers. As technology continues to advance, there are capabilities you'll want to explore with bedside cameras, such as EHR integration to automate camera assignments and support the discharge process, individual family login credentials to improve security, the ability to manage and view multiples with one log-in, a wide range of language translation, and knowledgeable, timely customer support with clinical and IT teams.

Streamlined Feeding Management

The standard of care for bar code scanning and feeding management technology in NICUs and pediatric settings emphasizes safety, accuracy, and efficiency. This approach integrates advanced tools like Milk Scanning & Inventory Management Apps to safeguard against feeding-related errors and optimize nutrition delivery. Here's a breakdown of the core elements you should expect from your solution:

- **Prevention of Misadministration:** Bar code scanning technology ensures each step of milk and formula management is error-free, significantly reducing the risk of misadministration.
- **Accurate Feed Preparation:** built-in recipe calculators allow for precise preparation of feeds that may contain both formula and breastmilk, ensuring that infants receive the correct nutrition as prescribed.
- **Seamless EHR Integration:** The system should integrate smoothly with existing Electronic Health Records (EHR) systems using Biomedical Device Integration (BMDI), facilitating automated data flow and order validation. This integration helps maintain accurate records and supports clinical decision-making.
- **Inventory Optimization:** The software should provide critical insights into supply levels and expiration dates, helping minimize waste and manage inventory more effectively.
- **Adherence to Best Practices:** The technology allows you to track mom's own milk, donor milk, and human-milk-derived fortifiers, aligning with best practices in neonatal nutrition.
- **Parental Engagement and Education:** The software allows parents to receive timely, relevant educational materials and resources electronically, enhancing their understanding of and involvement in their infants' nutritional care.

Real-Time Insights: This solution tracks parents' pumping activities and the volume of milk produced and offers real-time data that can prompt proactive interventions by healthcare providers if issues are detected to improve overall success with the feeding process.

Smooth Transitions from NICU to Home

Navigating the NICU and ensuring effective discharge coordination is crucial for optimizing outcomes and supporting families throughout their NICU stay and transitioning from hospital to home. New technology is emerging that supports this process by offering structured educational content, real-time updates on the baby's condition, and a personalized discharge plan that encompasses the recently developed Interdisciplinary Guidelines and Recommendations for NICU Discharge Preparation and Transition Planning from the National Perinatal Association (NPA). AngelEye Health has partnered with the NPA to distribute these guidelines and has developed tools based on them to support care teams in preparing families for home care. The goal is to streamline the discharge process for care teams while alleviating anxiety about leaving the hospital and maintaining continuity of care for families to reduce the likelihood of readmissions.

Key components that ensure the standard of care in NICU discharge coordination include:

Dynamic Roadmap: Core of Coordinated NICU Care/ The Essence of NICU Coordination

At the heart of AngelEye's solution is the Dynamic Roadmap. This visual guide integrates physiologic milestones and family tasks into a guide from admission through discharge. It empowers parents with a clear understanding of the NICU journey, sets expectations, and promotes better neonatal and familial health outcomes.

Surveys: Tailored Care Through Feedback

Automated, adaptable assessments inform real-time, personalized care adjustments and clinical feedback, ensuring personalized care and education that meets each family's unique needs. This streamlined approach enhances patient outcomes and satisfaction by offering targeted support, social resources, and education, ensuring every family's needs are met.



FAMILY ENGAGEMENT

Solutions

AngelEye HEALTH

Equipping Care Teams.
Empowering Families.
Improving Outcomes.

Experience NICU care like never before with solutions developed to reshape family engagement and support the NICU journey for care teams and families. AngelEye Health offers a seamless, intuitive, and personalized experience with innovative solutions to ease workflow challenges and smooth the transition from NICU to home.



Learn more at
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NICU2Home
Equipping Care Teams. Empowering Families.

MilkTracker
Feeding Management

CameraSystem
Live-Stream Video & Messaging

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Education and Resource Delivery/Platform: Streamlining Family Readiness

The solution ensures that families receive essential education and resources tailored to their baby's health journey, readily accessible and seamlessly aligned with their transition to home. This automated delivery system boosts staff efficiency and significantly increases family confidence and discharge readiness, ensuring they feel fully prepared and supported throughout the process.

Flexible Scheduling: Optimizing Clinical Care and Staff Efficiency

This new tool enhances team collaboration and boosts clinical productivity, improving family experiences by enabling precise planning of visits and care activities, such as lactation consultations or breastmilk delivery. This approach ensures that each visit strengthens clinical care and family involvement, optimizing care quality and the family experience.

Secure Messaging: Enhanced NICU Communication

Our secure messaging system empowers families with real-time updates and diverse communication options, such as text, video, and photo, tailored to their preferred language and modality. This fosters a more informed and engaged care experience for families and clinicians, optimizing time and efficiency.

Conclusion

Technology is transforming how care is delivered in the NICU, providing tools that support nurses in their day-to-day tasks, enhance patient care, and improve communication with families. These solutions significantly boost efficiency in the NICU by automating administrative tasks and optimizing care workflows. This increased efficiency allows nurses to dedicate more attention to the direct needs of their patients and less on paperwork.

Solutions from companies like AngelEye Health streamline operations and enhance families' emotional and psychological well-being, making them integral members of the care team. As technology continues to advance, its role in the NICU will undoubtedly grow, further enhancing the capabilities of nurses and improving outcomes for the most vulnerable patients.