You’ve Got the Cutest Baby Face (time) – One NICU’s Experience Keeping Moms and Babies Connected
Sparrow Health System Regional Neonatal Intensive Care Unit
Lansing, MI, USA
Sarah Collins, BSN RNC-NIC, Kathleen Marble, MSN RNC-NIC, Elizabeth Schieding, BSN
Contact: Sarah Collins BSN, RNC-NIC, (517)-896-2143, sarah.collins@sparrow.org

Aim:
To increase family centered care and maternal infant bonding through the use of ipad and face-time technology for mothers that are unable to visit their infants in the RNICU.

Setting:
The Sparrow Hospital Regional Neonatal Intensive Care unit is a level III, 35-bed unit. The RNICU receives about 640 admissions from an eight county area each year.

Mechanism:
To provide Mother/family real time visualization of infant that is separated from its Mother. Obtain grant funding for purchase of ipads. Provide education to team members in the Neonatal ICU on use of equipment.

Method:
- Grant funding obtained in August 2012. Purchase of ipads in September 2012. Testing of ipad with face-time technology throughout units in the hospital where the devices will be used. Sample testing done with family.
- Four ipads were purchased through a grant from the Sparrow foundation and placed in a charging station in the RNICU.
- Nurses in RNICU and Labor and Delivery were introduced to the technology and educated on situations in which to use the ipad technology for mothers in Labor and Delivery.
- Ipads were trialed with a family to test for effectiveness of internet connection within the hospital on the secure network.
- Families that may benefit from this technology are offered the chance to face-time with their infant in the RNICU.

Measures:
Face-time using IPad technology offered for all mothers who are separated from their baby during hospitalization.

Results:
- Mother/Parent satisfaction with ability to see their baby discussed on: family rounds, D/C phone calls.
- Decreased maternal anxiety reported by families and nurses.

Discussion:
An unanticipated outcome was increased caregiver satisfaction in being able to assist a family in viewing their infant. This was seen in both Labor & Delivery and the Neonatal ICU. Families verbalized experiencing less stress anxiety and fear as they were able to view in real time their infant. Ability for nurse taking care of the baby to communicate “face-to-face” with the Mother as she/he provided care to the baby.