

Introduction

- ❖ Patient and Family-centered care (PFCC) within the healthcare system enhances the culture for the patient and eases the distress experienced by the family member or caregiver
- ❖ The Joint Commission has tasked hospitals to improve communication with patients and their family members, therefore, a community hospital in central NJ initiated virtual family-centered rounds in the adult ICU
- ❖ The purpose of this project is to do a program evaluation to evaluate the use of telemedicine during interdisciplinary ICU rounds to improve family engagement and communication.

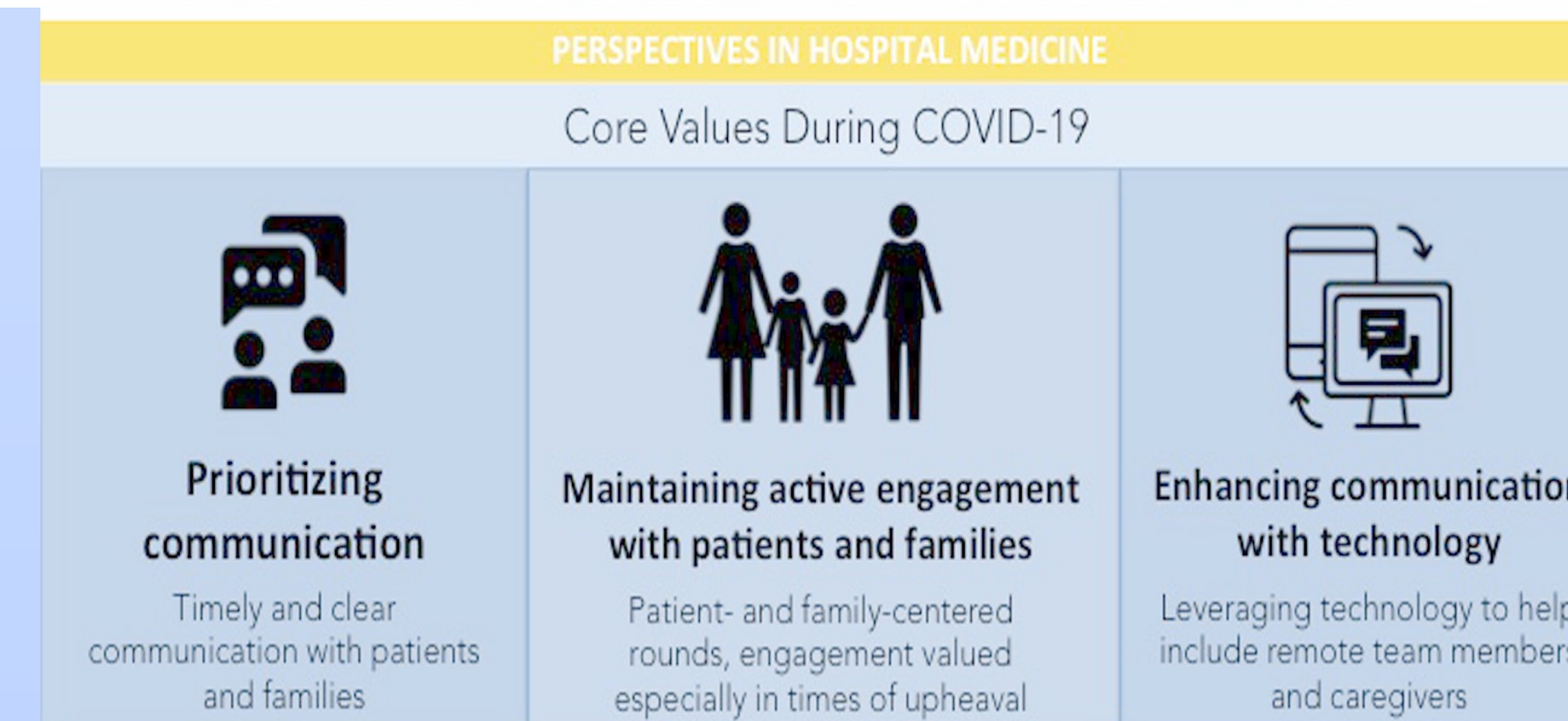
Background & Significance

- ❖ COVID 19 pandemic has created several problems that have significantly impacted patient and family engagement across all healthcare systems.
- ❖ Visitation restrictions had prevented in person participation in ICU rounds with the providers.
- ❖ Created more individual phone time with various staff members with the family which may leave out pertinent information discussed during ICU team rounds
- ❖ Evidence suggests that hospitals are at risk for increased readmission rates, increase in medical errors, and reduced satisfaction without the implementation of family-centered care (Backman et al., 2017).
- ❖ Teleconferencing improves communication as a result of nonverbal cues that are lacking from phone calls (Hart, et al., 2020).

Methodology

- ❖ **Design:** This quality improvement study will evaluate the current method of telemedicine on ICU rounds and its impact on family engagement.
- ❖ **Setting:** This project takes place at a non-profit community hospital in central New Jersey
- ❖ **Population:** ICU clinicians and family members on rounds.
- ❖ **Study Intervention:** User Feedback 5-point Likert Surveys
- ❖ **Outcomes Measured:** Satisfaction, convenience and ease, engagement, communication, appropriateness, and any strengths and barriers associated with telemedicine on rounds.

Communicating Effectively With Hospitalized Patients and Families During the COVID-19 Pandemic

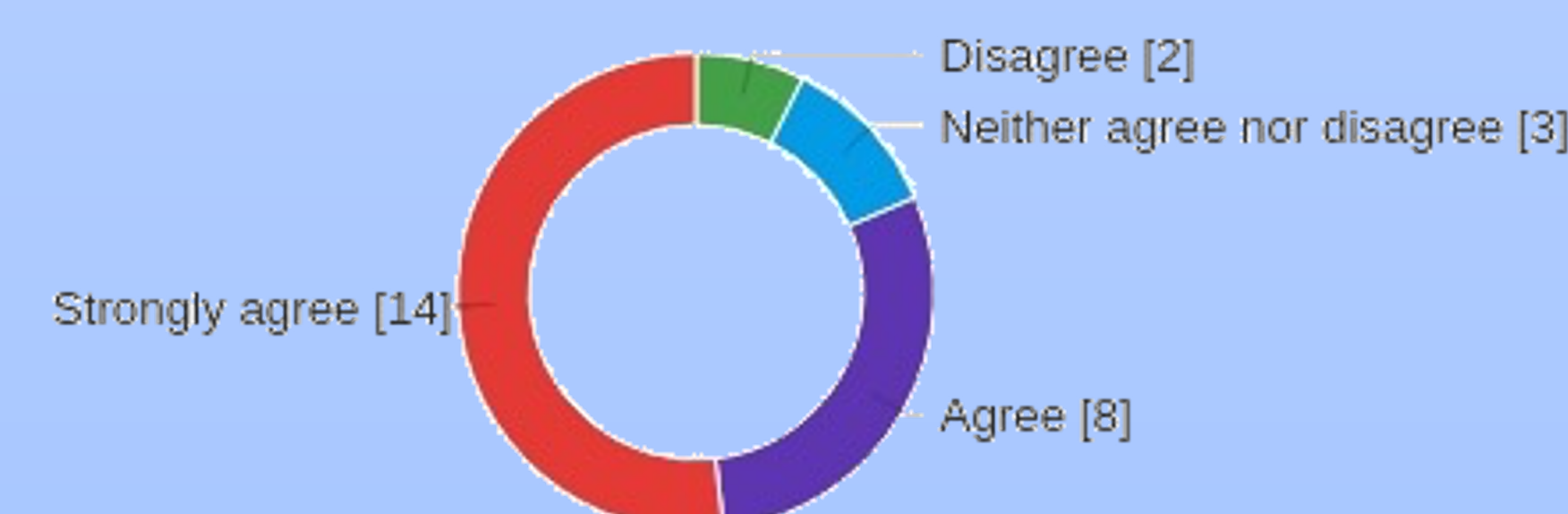


Rosenbluth G et al. July 2020
Visual Abstract by @acastellMD

Journal of Hospital Medicine

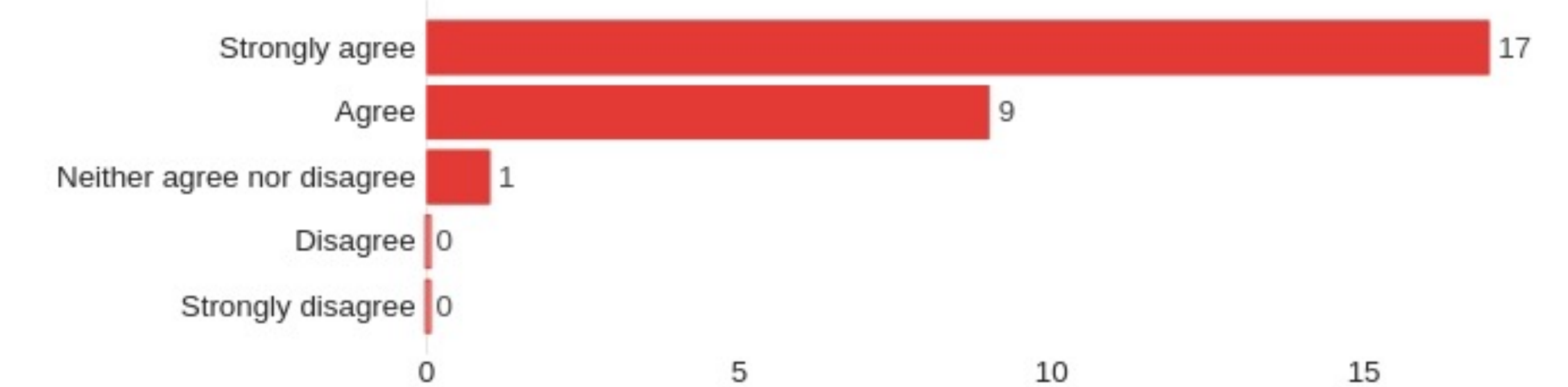
Results

Most participants perceived an increase in engagement with virtual rounds



Results

ICU clinicians (96%) strongly agreed or agreed that facetime on rounds allowed for effective communication with patients' family members/caregivers



Discussion

Conclusion

- ❖ The findings of this study show that telemedicine on rounds to engage with family increase the quality of rounds and how the plan of care and updates is communicated to the family.

Implications for Practice

- ❖ The results facilitated the development of a step-by-step process for virtual multidisciplinary family-centered rounds in the ICU which will improve clinical practice to improve satisfaction, communication and engagement.

Healthcare Policy

- ❖ The COVID-19 pandemic demonstrated the need for healthcare policy changes that mandate access to family-centered rounds via teleconferencing

Economics/Cost Benefits

- ❖ Virtual family centered interdisciplinary rounds reduces hospital length of stay, medication errors, and prompt opportunities for shared decision making which will lead to reduced healthcare costs.

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