

## Aim

- To improve family connections through a real-time internet secure video streaming device system to enable parents to see their baby when they are unable to be with their baby.
- To increase use and logins via the video streaming device.

## Importance

- Separation of NICU parents from their baby is stressful and impedes bonding.
- Parents are encouraged to be with their baby as much as possible, but this is not always possible.
- Video streaming supports parent-infant connection and reassurance when they cannot be at the hospital.
- Family and friend support is facilitated because parents can share their username and password.

## Lessons Learned

### Implementation challenges

- The time duration required for the approval process and education was greater than anticipated.
- The wall mounting device can be intermittently challenging to maneuver.
- Recognition of the need for education regarding privacy concerns among care practitioners.

### Next steps

- Ongoing data collection including staff and parent feedback.
- Increase daily viewing time.

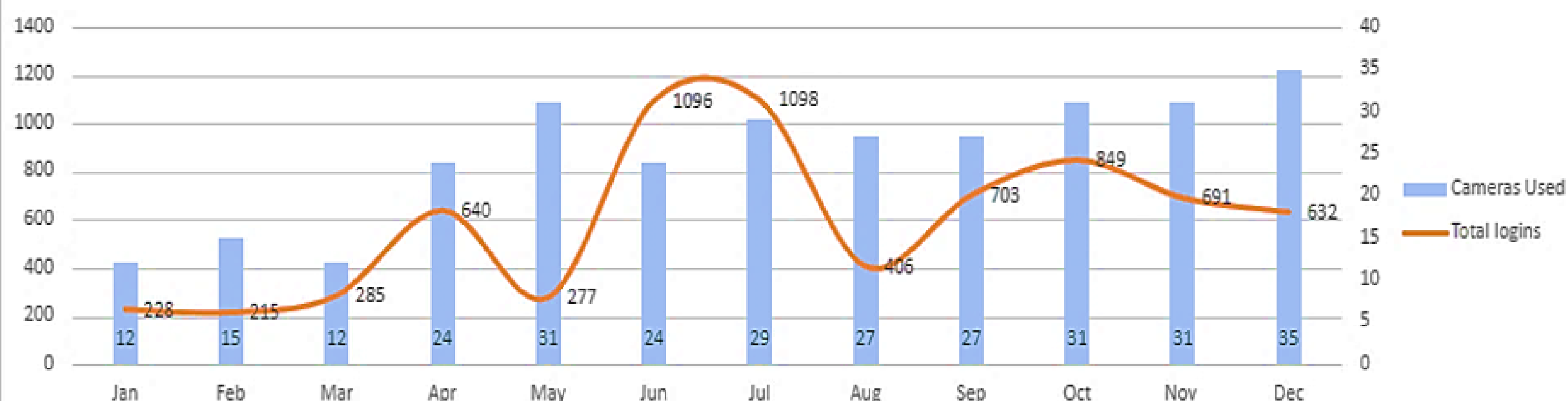
## Implementation Process



- NICVIEW2™ cameras purchased for each bedside.
- Project approval from privacy office, information security, and legal.
- Development of consent, parent guide, policy, and staff education.
- Urgency of implementation was exacerbated by visiting limitations related to COVID -19 pandemic.
- Launched November 2021.

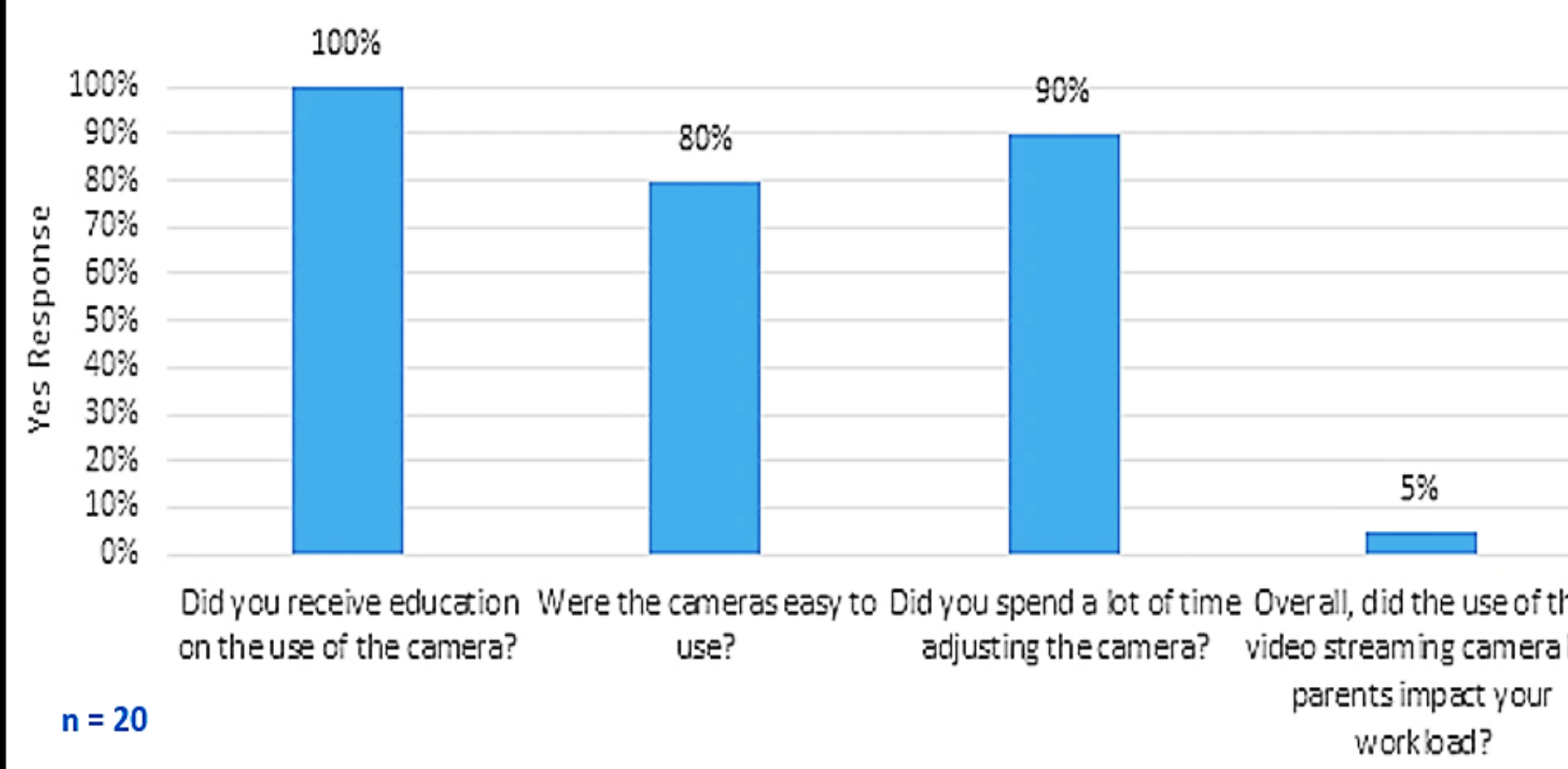
## Outcomes

### 2022 SickKids video-streaming device logins



"It was nice at night that I could look at my daughter before going to sleep"  
 "Loved the availability - being able to check in on baby anytime"  
 "Loved having a way for siblings to feel involved and connected to baby"

### SickKids video-streaming device staff satisfaction



Increasing device use with periods of greater than 1,000 logins/month.

20% of babies were video streamed to families and friends in 15 countries (e.g., China, Bermuda, Ireland).

High staff and parent satisfaction.