

# Transition from In-Person to Virtual NICU Family Classes



## Introduction

Family classes are available to all parents and families in BC Women's Hospital (BCW) Neonatal Intensive Care Unit (NICU). These group classes are organized by Patient and Family Engagement Advisors and facilitated by health care professionals with expertise in neonatal care and relevant community partners. The classes support the information and education needs of parents in the NICU, for example supporting parental involvement in the care of their baby while in the NICU, supporting breastfeeding choices and preparation for going home. Group classes also provide parents opportunities for social interaction and connection opportunities with other NICU families. Prior to COVID-19 pandemic, BCW NICU hosted in-person classes throughout the week. All in person gatherings, including BCW NICU family classes were stopped when the Covid-19 pandemic began.

#### Aim

To maintain accessibility to educational classes for NICU families through transition from in-person to a virtual platform.

#### Method

- A small working group composed of NICU Patient and Family Engagement Advisors ,Program Manager and the Provincial Health Services Authority (PHSA) Office of Virtual Health convened to adapt in-person group family classes to a virtual platform.
- Privacy concerns were addressed to ensure confidentiality and privacy requirements were met.
- A secure registration process was developed to ensure all participants in the virtual family classes are parents and families of NICU patients.
- Technology support developed 2 tablets purchased for families/caregivers to borrow, 1 laptop for educators to use for teaching.
- Families were informed of these virtual classes and provided step-by-step instructions of the registration process by posters, communication from nurses, Patient and Family Engagement Advisors, and other healthcare professionals

For more information, contact: Cecilia Chow, Program Manager, Neonatal Program cecilia.chow@cw.bc.ca Michelle Peltier, Patient & Family Engagement Advisor michelle.peltier@cw.bc.ca Tom Wiebe, Patient & Family Engagement Advisor tom.wiebe@cw.bc.ca

# Tools

NICU Parent Virtual Class Calendar - May 2021					May NICU parent class registration:			Meeting Registration		
Sunday Monday	Tuesday Wednesd	ay Thursday	Friday	Saturday 1	Index (b) The set of the set	To register:	Topic Description Time	Body Stops to Inhostifieding a charace for you to speak with a Laciation Consultant, builting in breacheding and car answer you question building and matchining your with poply, and breache the mode, of the families that attend. Please choose only one meeting to attend.	n about pumping, breast health,	
9 5	Class Time:	30pm <u>2</u> 1.00pm 12 13	14	15		Rain Strays in Frank Strays in Frank Strays Stray	First Name	Aug 18, 2021 81:00-7H + Time shows in Vancouver	e Lat Nere'	
16 17	Class Time: Class 18 12:30pm 18 Preemio Bosins The do's and don'ts Class Time: S	Time Xopn 19 Betry Talk Class Time. 10 form	21	22		When is Kompanya Carat Manya Jak	Evail Address*  Connect to modeling weaks related to the attendance of th class* Connect to modeling weaks related to the attendance of th	a modeling enails related to the attendance of this	Communications' +http://www.phas.co/health-professionals- site/Occurrents/Office/2017h20Virtual?(29Health/Olent%	
23 2	Going Home 25 Class Time: 30 Class	26 27	28	29	a fas and thereafter source from util this about this value of researce good trapped to part by the part with the part to part the part of the part	Mentalizers in	Questions		20HotHotionh20Form.doc.pdf+* [2hoose:2ho	
Please register at lea	lasses are held virtually on Zoo st 24 hours in advance if possib or email nicutamihyadvisors@e al support contact Citizen Supp	le by scanning class Q	R codes on back o Llinks.	f calendar	and previous and have and confident table shaft or a rearge shaft of a providualization. Exception of problems and previous and have a problem table shaft of the sector response means, which can have to increase the sector and the sector response of the sector response means, which can have to increase the sector and the sector response of the sector response means, which can have to increase the sector response of the sector response of the sector response means, which can have to increase the sector response of the sector response of the sector response means, which can have to increase the sector response of the sector response of the sector response means, which can have to increase the sector response of the sector response of the sector response means, which can have to increase the sector response of the sector response of the sector response means, which can have to increase the sector response of the sector response means and the sector response means, which can have to increase the sector response of the sector response means and the sector response means and the sector response means and the sector response means and the sector response means, which can have the sector response means and the sector response means are response means ar		* Required in Informatio accordance		must owner and host and can be used and shared by them in	

# **Results/Family Impact**

- Virtual family classes started on January 13, 2021. In the first 6 months, 58 classes took place with 118 families able to attend, for a total of 151 attendees.
- Our single family room facility has allowed both parents to remain in their baby's room throughout the COVID-19 pandemic. Parents are able to attend virtual classes from the patient room while performing Kangaroo care (skin to skin), breastfeeding/pumping and facilitated tucking (hand hugging).
- The virtual platform increased accessibility for families to attend while simultaneously caring for their newborn.
- The virtual platform also increased the accessibility for partners to attend while outside the hospital. For example, one parent may be at home caring for other children or at work.
- Classes continued to foster connection opportunities and social interaction amongst NICU families.

## Conclusions

- Adapting to virtual classes enabled parents to continue to develop knowledge on how to support and engage with their newborn while in the NICU, while also preparing parents/caregivers for discharge.
- Increased accessibility for those who were unable to previously attend in-person classes

