



ISQua's 39th International Conference

27th- 30th August | COEX Seoul



VIRTUAL HOME VISIT, THE VIRTUAL HOME VISIT IS A NURSE-LED CLINIC , TAKE CARE IN YOUR HOME(VIRTUAL HOME VISIT)

Mrs. Sameera Suliman, Assistant Director for Nursing Affairs,
AL Qassimi Women's and Children's Hospital, Emirates Health Services (EHS), UAE

isqua2023.1a702d3

INTRODUCTION

AQWCH, the hospital's vision is clearly identified to be among the world's leading destinations in providing the best health services. The hospital aims to enhance the health of the community by promoting excellence in healthcare. The hospital's fifth strategic objective is to execute the programs and services of public and community health in line with UAE health policies and programs. The hospital's project offers various aspects of primary prevention, such as supporting antenatal and postnatal mothers and newborns, improving breastfeeding awareness, birth preparation, and how to identify the risk factors for better outcomes and prevent further complications. These strategic goals and objectives contribute to creating a culture of excellence by promoting quality healthcare, patient safety, and innovation.

AQWCH develop various proactive initiatives that extends to the community Level. We support in early identification and early referral when abnormal findings are identified. Prevention is better than cure. It avoids strain on the health budget and communities and increases equity for populations who experience higher levels of chronic disease.

Virtual Home Visit (Nareak Faa Dark), a support for all antenatal mothers and their newborns – virtual educational activities. This project has positive impact on the patient clinical outcome, reducing the cost and hospital length of stay along with improved customer satisfaction.

AIM

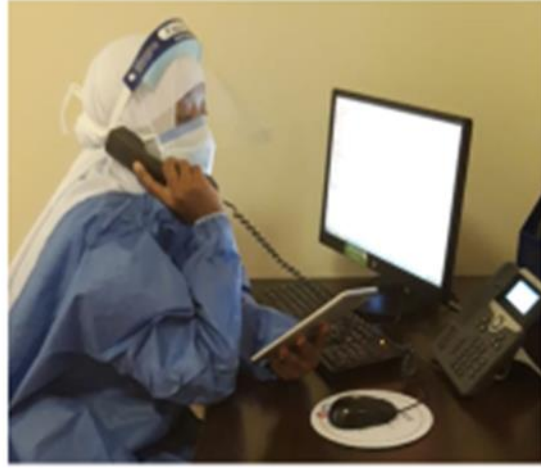
PROGRAM OBJECTIVES

This program aims to:

Deliver safe and high quality follow up to discharged patients at the comfort of their homes, through an electronic platform management by health care providers

Check on the postnatal mother and her newborn and to give the needed health education according to their needs

Prevent complications and Identify suspicious findings early to promptly refer the mother or baby



Virtual home visit projects had a great impact on health service and quality by reducing anxiety during labor, shorter labor duration, less delivery complication, more positive experience in giving vaginal birth, increased the percentage of normal delivery, decreased number of full-term newborns admitted to NICU, and higher breastfeeding rate due to better maternal and family involvement. Attending antenatal classes, which have a positive impact on the quality of care for both mother and baby by improving the mother and baby-related clinical indicators. The virtual home visit project provides close observation of mothers that allows early detection of initial abnormal signs to avoid complications.

METHOD

PROGRAM WORKFLOW

After the identification of eligible patients by the discharging physician

Place a referral order in CERNER

Referral will be scheduled to the virtual home visit clinic

During the home visit, the discharge plan will be reviewed, self-monitoring data will be documented, follow up visits and referrals will be made if needed



TARGETED GROUP

The following groups of patients followed up through this program

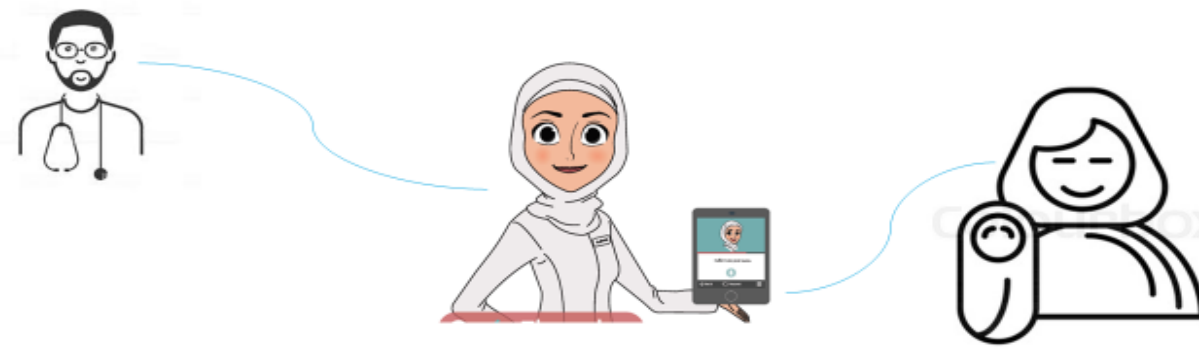
Pregnant mothers with high-risk pregnancies like Pregnancy Induced Hypertension (PIH) and Gestational Diabetes (GDM)

Postnatal mothers who had complications during or after birth like PIH, GDM, or postnatal depression

High risk newborns or babies who were admitted to the NICU

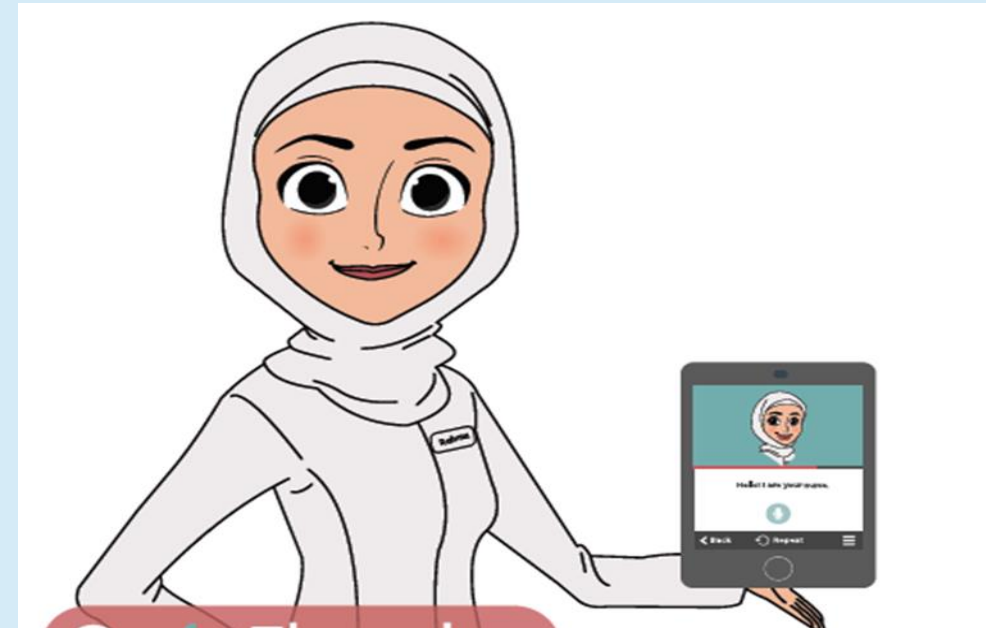
CONCLUSIONS

CONNECTING POSTNATAL MOTHERS WITH THE HEALTH CARE TEAM



Virtual home visit projects had a great impact on health service and quality by reducing anxiety during labor, shorter labor duration, less delivery complication, more positive experience in giving vaginal birth, increased the percentage of normal delivery, decreased number of full-term newborns admitted to NICU, and higher breastfeeding rate due to better maternal and family involvement. Attending antenatal classes, which have a positive impact on the quality of care for both mother and baby by improving the mother and baby-related clinical indicators. The virtual home visit project provides close observation of mothers that allows early detection of initial abnormal signs to avoid complications

ACKNOWLEDGEMENT



AQWCH received accreditation for Baby Friendly Hospital in 2020 and currently working towards the mother friendly hospital accreditation to improve communications and the quality of care for the pregnant families and newborns. the project like virtual Home visit was able to connect with community mothers, increase patient's satisfaction and bring the trust of the community.

REFERENCES

Ghimire, S. et al. (2023) 'Virtual prenatal care: A systematic review of pregnant women's and healthcare professionals' experiences, needs, and preferences for Quality Care', International Journal of Medical Informatics, 170, p. 104964. doi:10.1016/j.ijmedinf.2022.104964.

Healthcare 2021, 9(10), 1325; https://doi.org/10.3390/healthcare9101325

CONTACT INFORMATION

Mrs. Sameera Suleiman

Sameera.Suleiman@ehs.gov.ae

Assistant Director for Nursing Affairs, AL Qassimi Women's and Children's Hospital