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Title

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Authors

Bowers, Keegan

Williams, Jacob

Madden, Lori

et al.

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Inpatient Telehealth for Family Engagement: A Qualitative Process Evaluation

Keegan Bowers BS¹; Jacob Williams BA²; Lori Madden PhD, RN, ACNP-BC, CCRN-K³; Jennifer Rosenthal, MD, MAS²

¹School of Medicine, University of CA, Davis; ²Pediatrics, University of CA, Davis; ³Center for Nursing Science, University of CA, Davis

Background

- COVID-19 has impeded the delivery of family-centered care
- Telehealth (TH) permits family members to virtually transmit into the hospital as a means to enhance family engagement

Objectives

- Explore the factors affecting the implementation and impact of the inpatient telehealth intervention for family engagement

Methods

- Qualitative study using inductive thematic analysis with grounded theory procedures
- Semi-structured interviews with UCDHS clinicians, patients, & family who used TH for family engagement
- Data analyzed concurrently with data collection
- Identify linkages & patterns between codes until data saturation

Category

Needing Policies & Procedures to Address Unintended Consequences

“We had to tell them that, ‘if you’re going to abuse [telehealth] then we’re not going to be able to put it on.’”

“If we catch it in the very beginning, let them know the expectations of it... I feel like the rest of the course of the stay of the [patient] goes pretty smoothly”

Offering TH to All Hospitalized Patients & Their Families

“I leave ‘call’ up to interpretation for what the family would like it to mean.”

“I think a lot of family members don’t realize that we have the capability to do... telehealth”

The Benefits of Face-to-Face Communication TH Offers for Patients, Patient Families, and Providers

“Family members [from] different parts of the world... can be in [telehealth] all at the same time.”

“You have both the patient and the caregiver interacting as we would normally when they come to the bedside.”

Quotes

Results

11 interviews were conducted. Three major themes are emerging (*left*)

Conclusions

- Inpatient TH for family engagement is perceived to have benefits to patients and families
- Further research is needed to enhance the implementation and effectiveness of this intervention

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