ANGELEYE HEALTH AND THE SUPERHERO PROJECT

CASE STUDY

WORKING TOGETHER OFFERS SOLUTIONS TO SUPPORT NICU CARE ENVIRONMENTS

The Superhero Project and AngelEye Health enable families to connect with their babies born premature or high risk while receiving care in the Neonatal Intensive Care Unit (NICU) of the hospital.

Every birth is a celebration, but not every birth plan may go as anticipated. Because having a newborn with serious health issues is stressful for parents and families, The Superhero Project and AngelEye Health teamed up to provide parents live-streaming visual and one-way audio access to their newborn, enabling parents, families and care teams to communicate, engage and learn during moments that count – both inside the hospital and out.

"WE KNEW THERE WAS MORE WORK TO DO WHEN MAKING THAT VITAL CONNECTION BETWEEN HOME, FAMILY, AND HOSPITAL IN TERMS OF THE NICUS ABILITY TO ALLOW FAMILIES TO HAVE AS PERSONAL OF AN EXPERIENCE AS POSSIBLE WITH THEIR NEWBORN BABIES."

- Kelly Gallagher,
SUPERHERO PROJECT FOUNDER

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THE CHALLENGE

As a mother of twin boys born at 32 weeks, Kelly Gallagher knew what a daily struggle it was to juggle an already busy family of four while making trips twice a day back and forth to the NICU. This experience made her realize there must be a better way to help families have as personal of an experience as possible with their newborn babies who are still in the NICU.

THE SOLUTION

Kelly founded The Superhero Project and has brought the gift of the AngelEye virtual communication and education technology to ten Philadelphia-area hospitals. AngelEye allows parents, extended family and caregivers to connect via live-streaming video and one-way audio with their infant from any device that has an Internet connection 24-hours-a day, seven-days-a-week.

RESULTS

Because of the fundraising efforts of The Superhero Project, hundreds of families in the greater Philadelphia area can start connecting with their newborn babies even when they can't physically be in the NICU with them. Being able to see them via live-streaming video anytime they want brings comfort and peace of mind during what is a stressful situation. The donations given to the Superhero Project are impacting families, not just in the Philadelphia community but all across the United States. 100% of the donations goes to families in the communities, helping bridge that gap between home and hospital.

VIRTUAL ENGAGEMENT TECHNOLOGY CAN

ALLEVIATE PARENTAL STRESS AND ANXIETY

REDUCE LENGTH OF STAY IN THE NICU

DECREASE READMISSIONS

IMPROVE OUTCOMES

FAMILY ENGAGEMENT APPLICATION

AngelEye cameras removes the barriers of working families and remote family members to loved ones in critical care. The program allows parents to assign multiple members to a family account, so those who live far away can log in and see the new addition as well. AngelEye also offers real-time, one-way video, text so parents can stay informed about daily care plans and share memorable moments that happen throughout the day. Language isn't a barrier either with over 100 languages powered by Google Translate. Viewing can be 24/7 or during designated hours, with staff being able to turn off the camera at bedside during times when greater privacy is needed.

PATIENT AND FAMILY EDUCATION APPLICATION

AngelEye delivers greater access to educational information for parents. A critical resource for patients and families in the NICU, PICU, ICU or Surgery, the the patient and family education mobile application provides real-time, HIPAA-compliant access to both video and documentation-based content customized to a patient's specific condition. Available up to 90-days post discharge, the patient and family education application increases engagement and empowers families to feel valued and an integral member of the care team.

CLINICAL COMMUNICATION APPLICATION

Maintaining continuity of care requires consistent communication not only between clinicians but with patients and families. AngelEye Health's Clinical Communication Application provides tools that make it easy for clinicians to forward patient status updates, daily care plans and share memorable moments throughout the hospital stay. Daily rounds and procedure-specific information can also be shared via video and text, saving time and improving efficiency throughout the unit and between departments.

ANGELEYE HEALTH ROI

QUALITY

- Decreases readmissions through diagnosis-specific education, during and post-discharge
- Supports neurodevelopment through one-way audio feature at bedside
- Improves bonding and builds confidence during hospitalization

SATISFACTION

- Establishes trust between parents and the care team by sending photos and messages
- Empowers parents and families to feel valued and an integral member of the care team
- Increases family engagement with instant, mobile access to resources and education materials

EFFICIENCY

- Removes communication barriers and provides clarity on plan of care
- Improves staff satisfaction by reducing calls to the unit and workflow interruptions
- Reduces costly readmissions with educational content library

"Our parents rave about this offering, says Jennifer Flippin, NICU nurse manager at University of North Carolina Health. "It has actually drawn some families to our unit specifically because we offer this technology."

AngelEye HEALTH

"Since my daughter was born around the holidays and it was flu season, we made the decision that we weren't going to have any other visitors besides us. It gave my family the opportunity to see her and have experiences with her because they didn't get to do that for a little bit."

- Samantha Trimmer
PARENT, HOLY REDEEMER HOSPITAL

"ONE DIFFICULT SITUATION THAT THE [ANGELEYE] CAMERA HAS SUPPORTED ME WAS THROUGH RYAN'S HEART SURGERY, AND HE ALSO HAD EYE LASER SURGERY. I WAS ABLE TO WATCH HIM AND MAKE SURE THAT HE'S OK, AND IT GIVES ME PEACE OF MIND."

— Cassie Ferraro
PARENT, HOLY REDEEMER HOSPITAL

"The Superhero Project has been so important to our NICU. Number one, just making us aware, through Kelly and the other parents, just how stressful having a baby in the NICU can be to a family and making us more aware of our need to support them. And with the AngelEye gift that we had gotten through them, that is a complete game-changer to our NICU. It is just an amazing thing to be able to tell a family we now have a camera in place where you can always see what's going on with your baby and feel connected to your baby." - **Dr. Bernice Duesler,** NEONATAL ATTENDING, HOLY REDEEMER HOSPITAL

"IT GIVES US CONFIDENCE. INSTEAD OF CALLING EVERY FEW HOURS TO CHECK IN, WE ONLY CALL ONCE A DAY. WHEN WE LOG IN AND SEE SHE'S SMILING, IT MAKES OUR DAY AND RELIEVES SOME OF OUR ANXIETY."

- DJ Manevski, Parent, CHILDREN'S HOSPITAL OF PHILADELPHIA (CHOP)

FOR INFORMATION ON HOW YOUR HOSPITAL CAN BENEFIT FROM THE ANGEL EYE HEALTH AND SUPERHERO PROJECT PARTNERSHIP, CONTACT:

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