



# Use of Florence text messaging to support Family Integrated Care in the Neonatal Unit



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## Background:

The Helping Us Grow Group (HUGG) at the Royal Hospital for Children, Glasgow. HUGG supports families to be primary caregivers, in partnership with staff. This is our unique model of Family Integrated Care (FIC).

Communication with families and Parent Education to provide care-giving skills are two key components of our FIC programme.

This project aimed to:

- 1) Investigate parent and staff opinion of text messaging to support FIC
- 2) Pilot implementation of text messaging to support parent attendance at education sessions

## Methods:

### 1) Survey of parent and staff opinion

A survey was designed, piloted and distributed to all staff and families in the Neonatal Unit over a 3 week period. Questions assessed attitude to text messaging and type of information in messages.

### 2) Use of Florence Text messaging to support Parent Education

Monthly calendars of daily Family Awareness (Education) sessions were created (Figure 1). Sessions are led by staff or "graduate" parents and provide education on care-giving skills and an opportunity for peer to peer support. From August 2016 parents were consented to receive daily text message reminders before sessions and follow up texts with additional resources after sessions.

Figure 1: Monthly calendar of Family Awareness Sessions

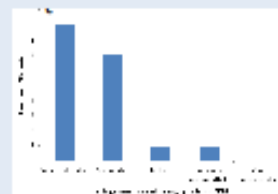


## Results:

### 1) Survey of parent and staff opinion

18/40 parents (40%) and 75/54 (75%) of staff completed a survey. 17 (94%) of parents and 48 (89%) of staff were in favour of use of text messaging (Figure 2).

Figure 2: Parent opinion on use of text messaging



### 2) Messaging to support attendance at Family Education Sessions

Between August 2017 and November 2017 50 families received text message reminders and updates for family education sessions (Figure 3).

Attendance at Family Education Sessions increased (ongoing data collection) after introduction of text messaging (Figure 4).

Figure 3: Text messages for parents

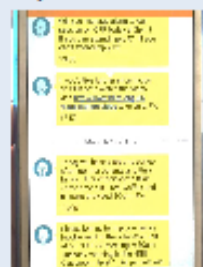


Figure 4: Parent attendance at Family Awareness Session



## Conclusions:

- Parents and staff are supportive of text messaging to support family involvement in care
- Text messaging can support care-giver engagement and family education