

Introducing a visitor's guide app for use in the Critical Care setting

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What to expect from an admission to Critical Care?

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- Invasive procedures
- Exposure to the use and management of various unknown medical devices and equipment
- Intense medical monitoring
- Constant attention and care from the multidisciplinary team
- Exposure to complex medical terminology
- Restricted mobility and loss of autonomy and independence
- Sleep disturbances
- Emotional challenges
- Limited contact with loved ones
- Gradual / prolonged recovery process

The patient journey through Critical Care

Admission

Prognostication

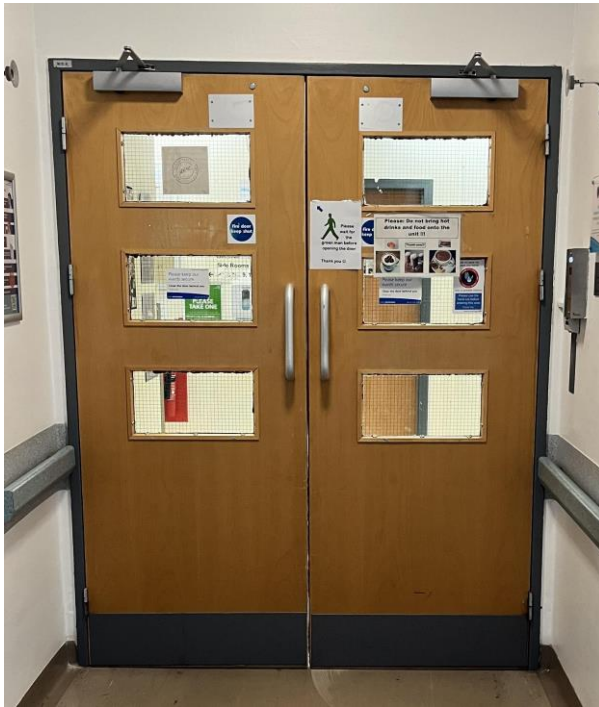
Definitive
treatment

Rehabilitation

Discharge



Admission to Critical Care



Admission

Why choose an app?

- Service users within Critical Care are exposed to a frighteningly large amount of new information every day, making it understandably difficult to process.
- Prior to the development of the app, the only supporting information that was given out were leaflets, which only served to cover a limited number of topics.
- The formation of an app provides an easily accessible and complete resource to help guide patients and visitors.
- Can also provide useful information and links to resources for post-intensive care.

How can the app be beneficial?

The development of an application that has been designed to inform service users of critical care can have several significant benefits on their overall experience of the hospital setting:

- Empowerment to make informed decisions
- Improving education on medical terminology and procedures
- Enhancing overall understanding of healthcare
- Improving the ease of access to information and resources
- Augmenting family involvement and support
- Increasing awareness of the available resources

The initial launch of the app

- Launched during the Covid-19 pandemic
- Primarily publicised through word of mouth
- Initial verbal feedback from families has been overwhelmingly positive
- Subsequent changes following the resumption of normal life has meant that overall usage of the app has decreased

App content

- Seven key domains decided by patient and staff feedback
- All content approved by the patient and public involvement team

NUH Critical Care ...



Welcome

Teams

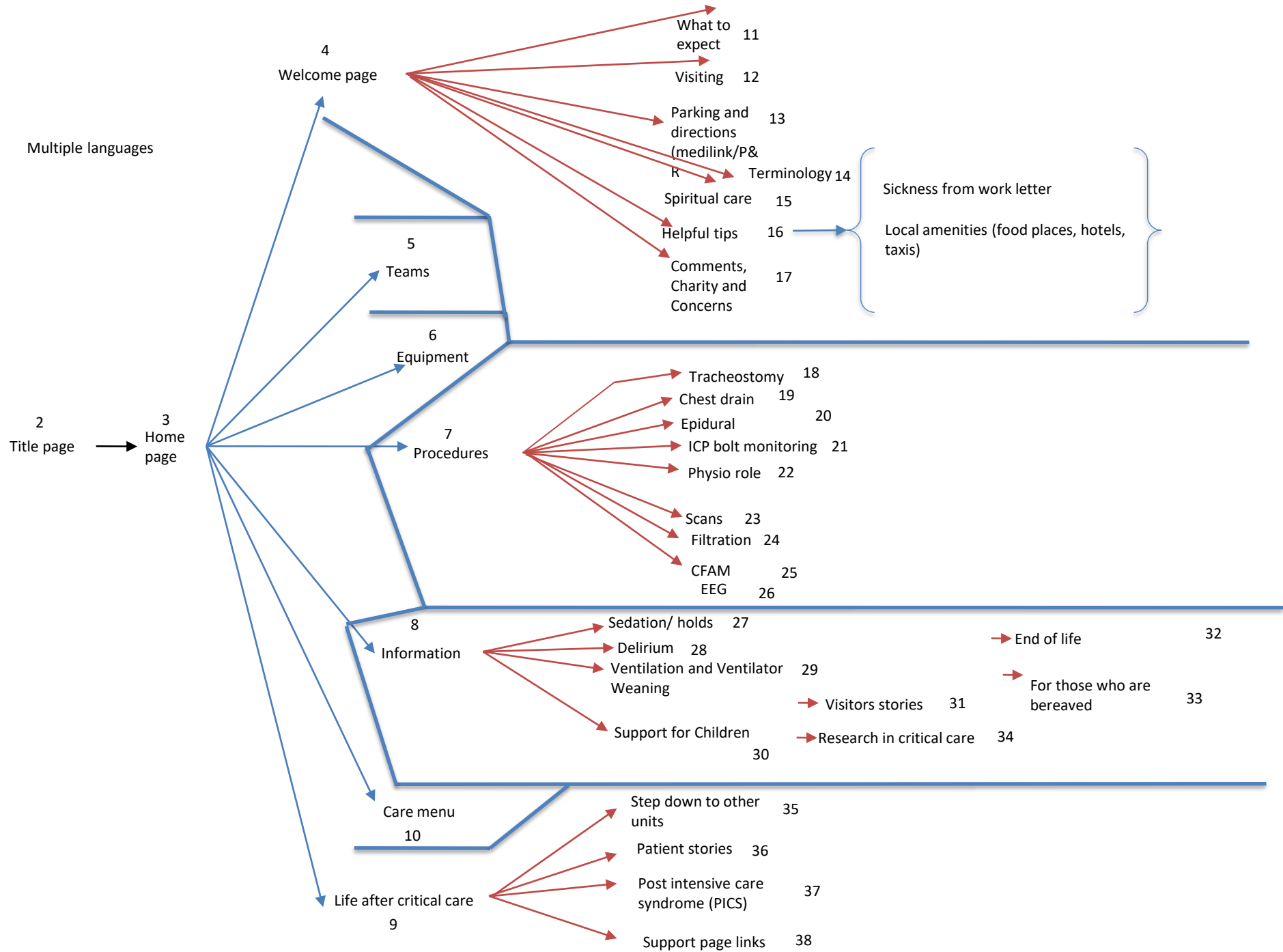
Equipment

Procedures

Information

Care Menu

Life After Critical Care



Ongoing development of the app

- Ensure the validity of information that is currently on the app
- Maintain the benefits of the app for our service users
- Seek out new ways to help aid our service users
- Development of a questionnaire to assist with this

Conclusion

- Continues to provide an ideal method to disseminate and consolidate key information
- Enhances face-to-face communication
- Easily accessible and simple to use
- Wide range of potential future development opportunities

Any questions?

Please download the app

