



Waitemata
District Health Board

Best Care for Everyone

Patient Entertainment Devices in Hospital

Introduction

Over the last year, patients in Ward 7 at North Shore Hospital have had access to iPads at their bedside as part of a pilot project to improve the experience of people in hospital.

These were introduced because patients consistently tell us that having access to the internet and better entertainment options helps to make their hospital experience positive. We offer 24/7 free WiFi so the iPads are permanently connected, and provide a range of options including music, movies, news, books, games etc. We are now looking to roll out this out throughout the organisation so that any of our patients can access this technology.

Members of the DHB's online community panel members were invited to provide their thoughts on Patient Entertainment Devices in hospital to inform the roll out of an engagement system across the hospital. The survey was open from 17 March to 10 April 2017.

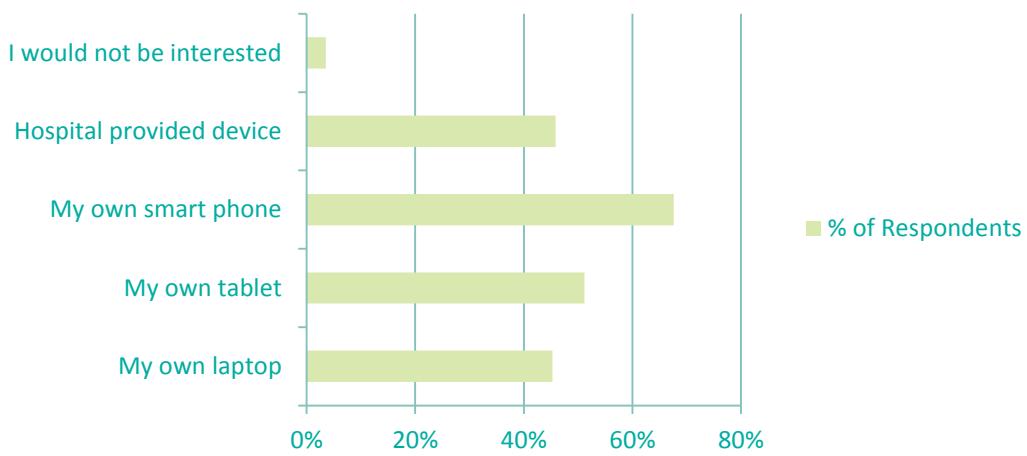
Who responded

The survey link was sent to a total of 530 people and received 167 responses which is a 31.5% response rate. Of those who responded, around 75% were European, 8% Asian, 5% Pacific and 2% Maori. There were significantly more responses from females with 86% being from females, 10% from males and 1% from gender diverse people. With respect to age, 2% of responses were from youth and 22% were 55 or over.

Feedback

1.

What would you prefer to use to access this kind of system if available?



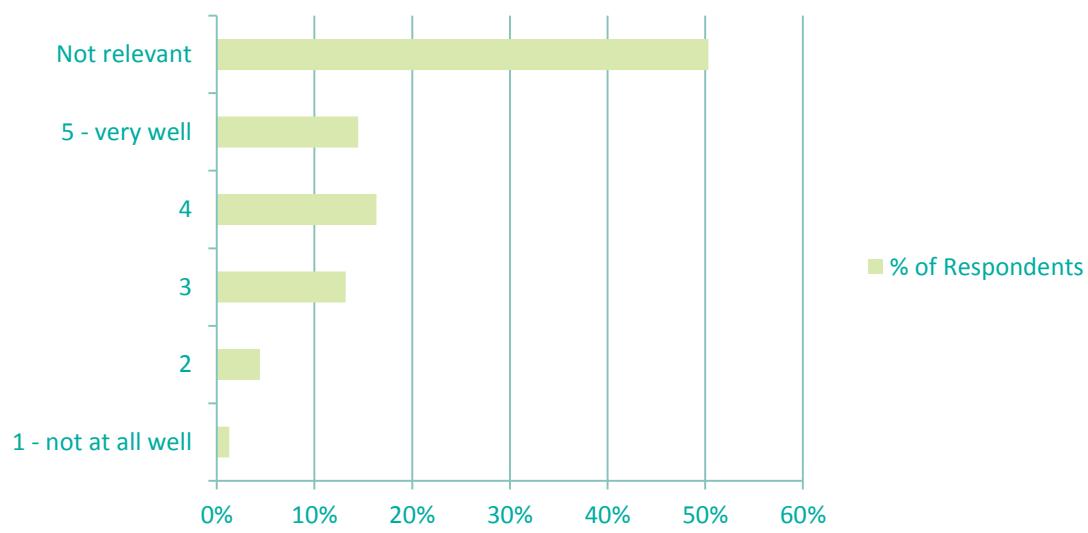
There was a slight difference in what people would prefer to use as the age of the respondents increased, with those over 55 less likely to use their own smart phones and tablets and with a preference for hospital provided devices.

2. Have you ever accessed the free wifi at the North Shore or Waitakere hospitals?

47% of participants said they had accessed the wifi, 51% had not. Those over 65 years were slightly less likely to have accessed the wifi.

3.

How well did the free wifi enable you to access the websites or applications you were trying to engage with?



4. Purpose of the devices

It was explained that the devices are intended to fulfil three key functions:

- Information - about the hospital, about your health and how to keep well
- Communication - between the patient and staff and also with the patient's family, for example by allowing families to link by video into patient discussions with the clinical team
- Entertainment - the units are currently providing music, movies and games

The following is a list of ideas of what could be provided through the devices. Which would you be interested in using?

Options	% of respondents
Meal ordering	84.57%
Tailored health content (i.e. disease/recovery specific information for patients)	82.72%
Access to own clinical notes	79.01%
Ability to record conversations/ward rounds so that people can play them back if they forget what was discussed	76.54%
Health promotion/self-management information	74.07%
Ability to provide feedback	74.07%
Video software for families etc. to be part of ward rounds if they can't get here	64.81%
Digital nurse call bell	56.17%
Live chat	39.51%

There was no significant difference in which activities people would be more likely to use by age of respondent.

5. What else would you like to be able to access through these devices?

Most comments provided were already covered under the information, communication and entertainment themes. Additional or specific comments included:

- Performance information about the Doctor such as safe outcomes
- Information about the area
- Maps
- External meal ordering from local providers
- Volunteer visitor service
- Speech apps for people who have trouble speaking or may have forgotten their own communication device
- Information about medication including what it's for and any side effects
- Making out-patient appointments and setting up supports for discharge
- Online pharmacy connection ready for discharge or even delivered to the ward – the pharmacy could also sell other items
- Ability to make own notes about questions to ask the doctor or to record answers / key information provided
- Procedure timetables / treatment plan / information about Drs round
- Patient information on when to seek help from emergency department vs going to the GP
- Uber / taxi booking service for those leaving hospital along with information about bus timetables
- Skype video interpreting

In addition, there were comments requesting that devices are on silent or that people use headphones so that others would not be disturbed; that information be kept simple and in plain English and that there is a translate function included.

6. Do you have any feedback, suggestions or concerns about the hospital providing these kinds of devices to patients?

Most people were positive about this initiative and felt that communication and entertainment in particular would be particularly helpful for patients. A number of people commented that they thought that most people would provide their own device (at least for the communication aspect) and that the most important aspect would be to improve wifi. Key concerns were:

- Cleanliness of devices / hygiene
- Safety and security and the risk of devices being stolen
- Privacy and confidentiality around patient data
- Recording of videos – how would this be managed well to ensure that other patients are not inadvertently filmed and that staff are comfortable being recorded
- Ensuring that inappropriate content was not accessed – particularly for children
- Support for those who are not tech savvy and ensuring that those with disabilities eg hearing or sight impairments were provided for
- Noise from devices
- Level of detail or information provided to patients that might cause concern
- Security of the network and the data
- Cost of devices and of staying up to date / breakages
- Concern about it taking staff (eg nurse) time to support patients accessing the devices rather than caring for patients