

# Cisco Jabber on iPad Devices Supports Virtual Monitoring for Infants Born with Single Ventricle Heart Conditions



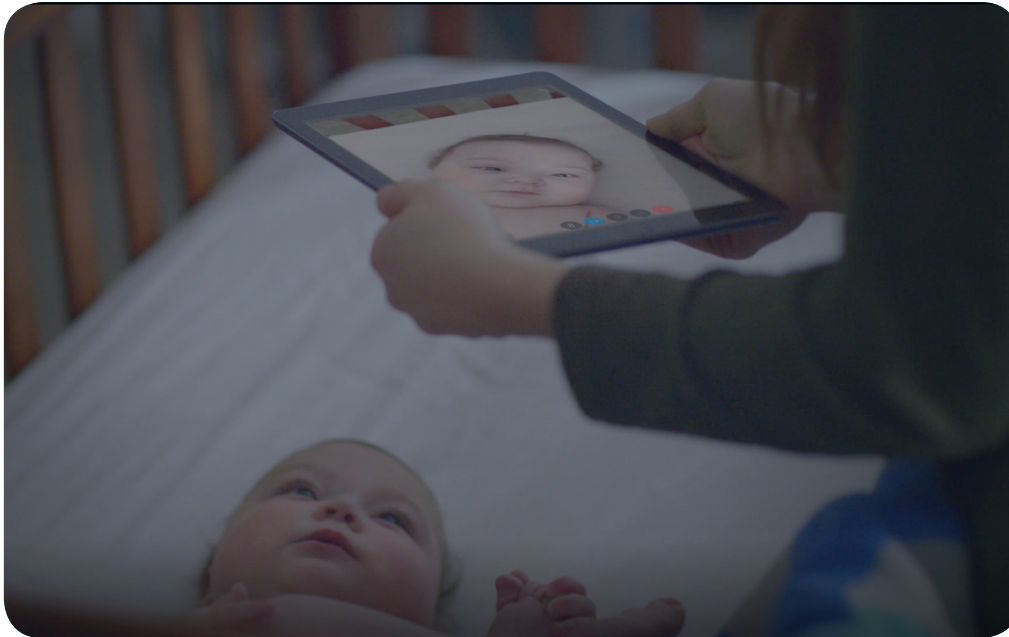
## Results

University Hospitals Rainbow Babies & Children's Hospital adds telemedicine capabilities by deploying iPad devices running Cisco Jabber® to support virtual house calls. This means that babies born with single ventricle heart condition:

- Experience an improved quality of life by spending less time in the hospital and more time at home bonding with their families.
- Have fewer emergency department visits and less exposure to ill patients in waiting rooms, because the pediatric cardiology caregiving staff can remotely monitor them and respond to parents' concerns, 24/7.

## Introduction

Congenital heart defects are the most common type of birth defect in the United States, affecting nearly 1 percent (about 40,000) of births per year.<sup>1</sup> These are the highest-risk babies and are traditionally kept at the hospital for round-the-clock monitoring. This practice unfortunately weakens the bond that families can develop with their babies. To help families return to family life, the staff at University Hospitals Rainbow Babies & Children's Hospital turned to telemedicine. Staff members discovered they could safely monitor babies remotely via iPad devices and a combination of the Jabber app for virtual house calls and the Locus Health iPadOS app for remote vitals monitoring.



**“These are people’s children who they have hopes and dreams for. We want to help them see those hopes and dreams fulfilled.”**

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**Dr. Sara Plummer**  
MD

## Business challenge and results summary

For Northeast Ohio’s tiniest heart patients, Cisco Jabber enables virtual house calls with parents and caregivers, providing day-to-day monitoring and increased peace of mind. Infants born with a congenital heart defect require a series of open-heart surgeries. “By definition, these babies are in heart failure,” says Dr. Sara Plummer, MD, co-director, Single Ventricle Program, University Hospitals Rainbow Babies & Children’s Hospital. “We know historically that the highest risk for complications is between the initial hospital discharge and second-stage surgery, which is usually performed around five or six months of age.”

This interstage period represents a crucial window for the health of these high-risk babies. By deploying iPad devices running the Jabber and Locus Health iPadOS apps, babies can be at home during this time. The pediatric cardiology caregiving staff can closely follow the babies remotely, while reducing the frequency of clinic visits. Emergency department visits are decreased, and exposure to patients in waiting areas is avoided. In addition, the quality of life for families improves, because the babies can grow and develop outside the hospital setting while the risk of life-threatening complications is reduced.

“Using this technology, we are able to ask the same questions we ask when families are here at the hospital,” says Dr. Plummer. “We can actually see the baby and communicate directly with parents to address any questions they have.” If families have concerns, they can call and the staff can initiate a Jabber videoconference any time of day. Staff can securely log on to Jabber to talk to the family at home, look at the baby through the app’s video calling capabilities, and make sure they’re catching potential problems early.

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