



Queensland University of Technology

COMMUNITY SERVICE GRANT SCHEME

FINAL REPORT 2005

Save this Final Report form to your computer, complete, print and return the original (with any relevant attachments) to the Administrator, Community Service Grant Scheme, Office of the Deputy Vice-Chancellor (International and Development), Level 4, O Block Podium, GP campus.

FINAL REPORT

The Final Report should briefly address the following matters:

TITLE OF PROJECT

Information for this item can be based on the original application.

Providing an opportunity for bereaved parents to remember: The use of videoconferencing to link bereaved parents throughout Queensland for a memorial service on International Pregnancy and Infant Loss Day.

STAFF INVOLVED IN PROJECT

Information for this item can be based on the original application.

Project Leader:

Name	Work Area	Contact (email / extn)
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Dr Jennie Barr, Nursing, j.barr@qut.edu.au/ 5951

Details of staff involved (include academic, general, and students):

Name	Work Area	Contact (email / extn)
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Dr Margaret Barnes, Nursing, m;barnes@qut.edu.au/3903

A) AN EXECUTIVE SUMMARY

Information for this item can be based on the original application.

Through collaboration with the industry partners of Women's Health Queensland Wide (WHQW) and Stillbirth and Neonatal Death Support (QLD) Inc (SANDS) a project was designed to involve rural and regional bereaved families in a memorial service held on the International pregnancy and infant loss day. Involvement was via a telehealth link where eleven sites around Queensland where linked to Brisbane. In Brisbane the collaborative

projects partners (QUT, WHQW, & SANDS) facilitated a memorial service. Video conference links were arranged at the following towns and cities:

- Gold Coast
- Roma
- Toowoomba
- Mt Isa
- Nambour
- St George
- Cairns
- Townsville
- Rockhampton
- Emerald

Bereaved parents were invited through the SANDS network and their newsletter to attend a memorial service. At each site participant numbers varied depending on the remoteness of the site. Between 2 to 15 people attended at each site with a total number of participants being 48. In addition, an increased awareness of bereavement occurred through the media coverage, particularly during live radio interviews with the longest going to air at Mr Isa, lasting 20 minutes. SANDS reported that following the completion of the memorial service they had an increase number of new members at some of these locations.

A second videoconference was held with all but two participants returning two months later to talk about the experience of being involved in the memorial service. An additional three people attended at another location as they had heard about the service via a radio interview and wanted to be involved for the second videoconference. The focus group evaluation identified that participants found a memorial service via video conference was effective in providing an opportunity to grieve in a safe and supported manner. Additionally, newly bereaved parents stated that it was helpful to meet others who were in the same situation as them and such contact had continued between parents for the past two months. The feedback has been so positive that both SANDS and WHQW has decided to continue this service and another memorial service via videoconference is to be held later in 2005.

The analysis of the videoconference tapes has shown that video conferencing is a suitable mode of communicating with others, even when dealing with sensitive issues such as bereavement. The memorial service proved to be an emotive experience for all and yet was found to be a comforting way to express sadness and grief over a loss of a pregnancy or infant. From these findings, research is now being planned and prepared for submission to a national funding body to increase the exploration of using video conferencing for other sensitive areas.

B) THE BENEFITS AND THE OUTCOMES ACHIEVED FOR THE COMMUNITY

Information for this item can be based on the original application.

Bereaved families in the regional, rural and remote localities were given an opportunity to participate in a memorial service organised for the International and Infant Loss Day. Through the use of video-conferencing the service became accessible to these families who would not normally be able to participate in such activities. Opportunities to grieve and remember are considered important management strategies when dealing with loss. However, there are limited opportunities for such opportunities, particularly losses occurring in pregnancy or following childbirth. In addition, loss of this nature, such as sudden infant death syndrome can also be shrouded in blame and even criminal investigation. The sensitive nature of these incidents can mean a delay in beginning to grieve. For families in regional, rural and remote localities not only are opportunities for memorial services very limited but services which aim to support bereaved families through this difficult period are uncommon. By involving SANDS it was also possible to link bereaved families to a service, which reaches all areas of Queensland and Australia.

C) THE BENEFITS AND THE OUTCOMES ACHIEVED FOR QUT

Information for this item can be based on the original application

As a world first innovation, the use of video conferencing in this manner has led to QUT being noted for its initiative for this unusual project. A literature search and from media response, it appears that the use of video conferencing has not been used to provide a memorial service for families experiencing pregnancy and infant loss. This meant that the media coverage was successful, resulting in media coverage with ABC 7pm News, Courier Mail, and ABC live interviews at the Gold Coast, Toowoomba,

D) AN INDICATION OF THE LEVEL OF SATISFACTION OF THE USERS WITH THE SERVICE PROVIDED

Some examples of how the level of satisfaction might be ascertained are:

- a survey of the users
- focus group via a second video conference
- and the high number of users who attended from rural and regional areas.

[Enter information here]

E) ANY OTHER MATTER THAT WOULD INDICATE THE SUCCESS OF THE PROJECT

- the coverage in the media

F) AN ITEMISED LIST OF EXPENDITURE

Information for this item can be based on the original application

Please refer to attachment 1.

FEEDBACK

Feedback is invited from Applicants on the application and reporting process and information available on the web.

I thank QUT for the opportunity to develop and implement such an unusual project. It has not only led to other opportunities for me but more importantly the project has made a major contribution to raising the issue of bereavement for parents.

I tried to report on this immediately after the analysis was completed (May, 2005) but there was no current proforma available at the time. I was wondering if there was a suitable way to make it easier for staff to find such documents and to be able to submit them immediately the project is completed.

ATTACHMENT 1

EXPENDITURE

Expenditure / Costs (salary, non-salary and overheads)	\$	Income	\$
Salary	\$1,237		
- To employ videoconference staff at WHQW for extra hours related to this project. Staff in this area at WHQW are part-time staff members who already have their projects allocated, however, this extra time can be scheduled.			
Overheads	\$163		
Sub-Total	\$1,400	Sub-Total	
Non-Salary (incl overheads)			
Faxstream	\$250		
Telephone 3x15min call X11 sites x2	\$132		
Mailouts (& other postage)	\$85		
Catering	\$30		
Possible cancellation/ amendment fees	\$110		
QLD Telehealth costs for 1 st VC- (Based on 11 QH sites plus WHQW for 2 hr videoconference):	\$50		
Scheduling fee	1,200		
Day time room rental %50 x 12 x 2	480		
Bridge Port \$20 x 12 x 2	864		
Dial up (ISDN) \$36 x 12 x 2			
QLD Telehealth costs for 2nd VC- (Based on 11 QH sites plus WHQW for 1 hr videoconference):	\$50		
Scheduling fee \$50	\$600		
Day time room rental %50 x 12 x 1	\$240		
Bridge Port \$20 x 12 x 1	\$432		
Dial up (ISDN) \$36 x 12 x 1			
Sub-Total	\$5,923	Sub-Total	
TOTAL EXPENDITURE, inclusive of GST	\$6,515	TOTAL INCOME	