



Perioperative Team to Parent – Communication Done Better!

Texas Children's Hospital Perioperative Services

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BACKGROUND

A busy pediatric perioperative department uses an innovative communication tool to increase communication between perioperative services team members and families which leads to improved family satisfaction.

Perioperative leadership and front-line staff evaluated the hospital's score for Patient Satisfaction Survey question "information provided day of surgery". To positively impact scores, we found an innovative phone application to provide real-time updates to families while their child is in surgery.

This initiative optimized organizational performance related to quality, safety, patient-centered care, and efficiency. It gives families present in hospital and those remote, real-time HIPAA-compliant updates from the OR team and allows family to leave the waiting area.

PURPOSE

Perioperative department uses an innovative tool to increase communication between OR team members and families which leads to improved family satisfaction.

Press Ganey Patient Satisfaction Scores for WT Main OR, "information provided day of surgery"

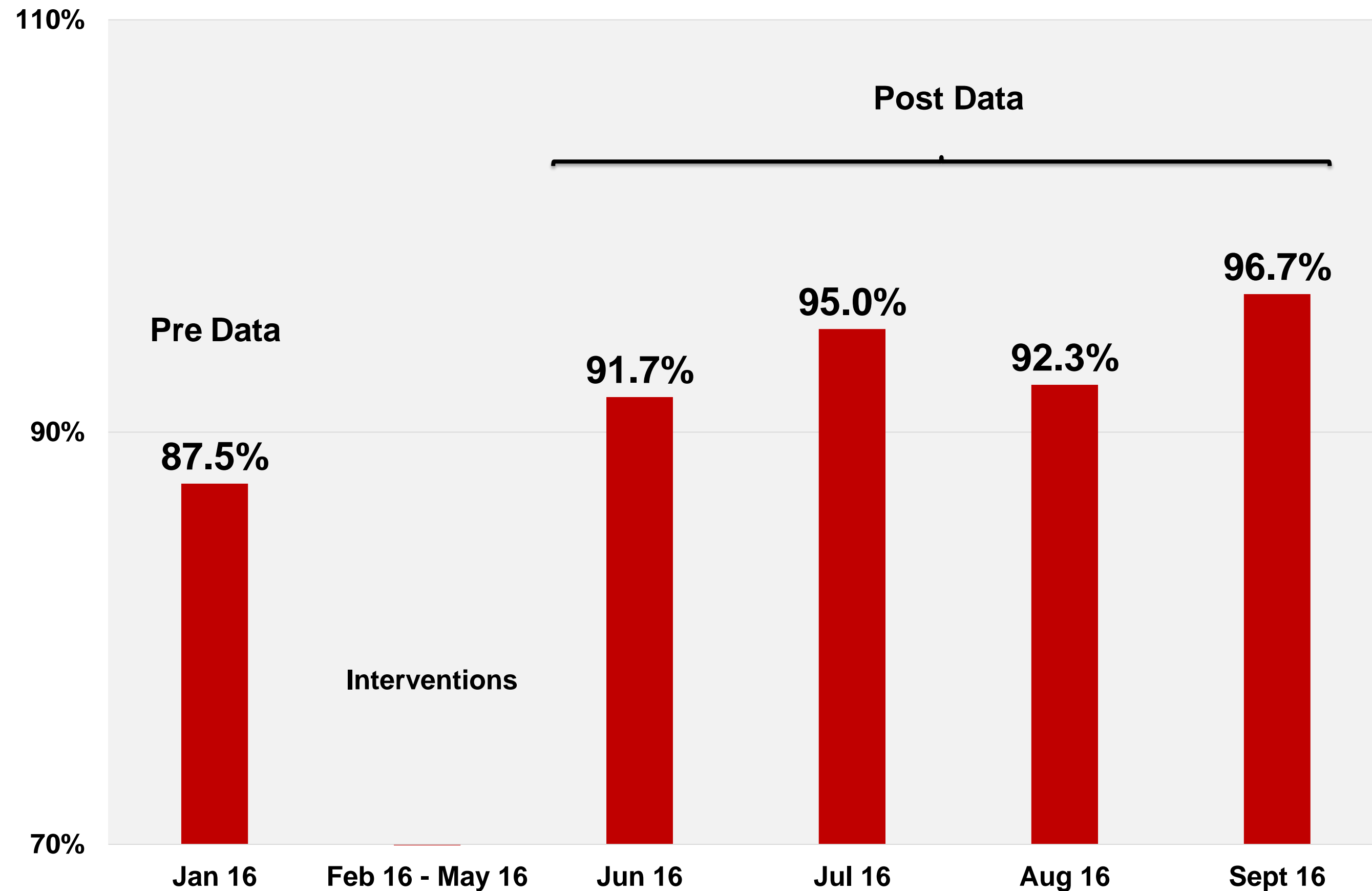


Fig 2: Evidence NK4EO – 1, Press Ganey Scores for WT Main OR, "information provided day of surgery"

METHODS

The application was first introduced into the OR by nursing leaders and physicians without staff buy-in. Challenges with the communication process were verbalized by staff, so a task force was created to improve workflow. To implement use of the application, the day shift charge nurse determines the cases that meet the requirements to use the application, which is then sent in the 1500 shift report. On surgery morning, patients are linked to their OR nurse via the application and messages are sent to update the family. The success of the program is due to the large staff involvement in the design and implementation.

RESULTS

After implementation of the application, the patient satisfaction for 'information provided the day of surgery' as reported on the Press Ganey Survey increased from 87.5% to 96.7% between January to September 2016. Parents are able to provide real-time feedback regarding their experience using the application which has provided important information to the OR.

CONCLUSION

Use of this application is now standard of care in this women's and children's hospital system. It has improved communication with families and decreased the time our updates take. We have implemented it in all surgical areas across campuses, and it is currently being evaluated for use in the ICUs.

FAMILY FEEDBACK

"This wasn't available 5 years ago when my daughter had her first surgery, and I can tell you how I felt more confident about what was going on with her this time around."

"Loved the combination of in person updates and Ease!!"