“CONNECTING WITH OUR COMMUNITY”
EFFECTIVE COMMUNICATION BETWEEN PARENTS & NURSES

Background Information Related to Problem Identification

Pediatric surgeries create a tremendous amount of perioperative anxiety and fear for patients and their families. Research data states approximately 60% of children demonstrate perioperative anxiety. This figure is consistent regardless of country, surgical procedure, or healthcare system. Effective communication through collaborative between families and healthcare providers promotes positive patient outcomes therefore, assisting children and families to cope with anxiety and fear more successfully.

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Objectives of Project

1. Promote family involvement in their child’s care as a strategy to implement The Joint Commission’s National Patient Safety Goal 13 a) Encourage patient’s active involvement in their own care as a patient safety strategy.
2. Recognize that effective communication includes both verbal and non-verbal communication.
3. Utilize appropriate communication strategies with families to address their individual cultural needs.
4. Recognize your own prejudices as a healthcare provider.

Process of Implementation

1. Evaluation of Press Ganey reports
2. Encourage Child Life pre-operative visit
3. Dialogue with caregiver to validate understanding of pre/post operative care
4. Utilize interpreter services
5. Educating nursing staff

Statement of the Successful Practice

Effective communication implemented in the perioperative arena reduces anxiety and improves patient and family satisfaction.

Implications for Advancing the Practice of Perianesthesia Nursing

Effective communication empowers parents to be successful care givers. The collaboration between nurses and families optimizes patient care.