

ENHANCING THE EXPERIENCE OF PEDIATRIC PATIENTS AND FAMILIES

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Objectives: Assess the quality of care and teaching provided by the Registered Professional Nurses in the PACU, for pediatric surgical patients and their families. Quality of care includes assessing and managing: pain, nausea/vomiting, bleeding, drainage, hydration, anxiety, temperature, wounds, and urine output after the patient is discharged to home.

Purpose: The purpose of this project was to explore the quality of care and teaching given among Registered Professional Nurses in the PACU and patients and families outcomes.

Background: The surgical experience of the pediatric population and their families can be an overwhelming and frightening experience. Educating the patient and family post-operatively can and has significantly reduced unnecessary fear and anxiety.

Method: A phenomenological method was used to obtain the necessary information for this project. A call-back assessment questionnaire was developed to assess the patients' and families' description of quality. The PACU nurses call the parents the day after surgery to review discharge instructions, answer questions and re-affirm newly acquired knowledge. All calls are converted to bar graphs.

Results: 479 patients were interviewed in this project. 17 had post-operative pain. 365 had no pain when discharged. 16 had other discomforts and 81 had no response or were not asked.

Conclusion: Quality nursing care, assessment, management and teaching are all vital components, when providing for the pediatric surgical patients and their families.