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 remote, real-time HIPAA compliant updates from the operating room team. This allows the family to leave the waiting area.

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