Interactive Text Notification of Arrival Times for Pediatric Surgery Patients

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Abstract

Background:
Parents of pediatric patients admitted from home for surgery historically were directed to call for their arrival time between 3:30-6:00 p.m. the last business day prior to surgery. Calls are automatically directed to a 3 minute recorded review of need to know information prior to speaking with an agent to receive their arrival time and respond to any questions.

Identification of the problem:
Press Ganey comments and verbal feedback from families revealed dissatisfaction and frustration with the call system due to prolonged wait times in calling queue and/or being disconnected after listening to the recorded message if the calling queue was full.

Objective:
Implement an interactive text notification system for surgical arrival times

Methods

The Perioperative Patient/Family-Centered Care Committee, a multidisciplinary team consisting of representatives from Nursing, Family Experience, Family Partners, Child Life, Administration, Anesthesia, and Surgery, partnered with Information Systems and Patiently to use Artificial Intelligence to implement an interactive texting notification system to replace the arrival time call for families who opt in. With the time.

Results

Surgery Notification
9 a.m. day before surgery

schedule finalized by pre-op charge nurse and entered into electronic medical record by 3 p.m. day before surgery; parent receives text by 4 p.m.

We call you at 9 a.m. April 22, 2019 at the front desk to check-in and complete any forms. CHOP Main Campus, Robert Center is located at 3611 Market Street, Philadelphia, PA 19104. You can track this information online at www.patient.ly. Please review again the items you need to bring to the hospital: w/ or w/o PreOp info (in and out)

Schedule finalized by pre-op charge nurse and entered into electronic medical record by 3 p.m. day before surgery; parent receives text by 4 p.m.

Lessons Learned

➢ Screen for cold/flu with morning text to triage appropriately and avoid late cancellations due to illness.
➢ Parents ask questions outside of normal business hours; need to be able to respond 24/7 and/or direct parent to call.
➢ Additional FAQs identified and automatic answers developed in response to parent’s texted questions (e.g. parents requesting an earlier arrival time, child becomes sick, etc.).
➢ Development of phone tree to triage calls 24/7
➢ Automatic reminder text to parents who do not confirm initial arrival time

Implications for Practice

➢ Text messaging is widely used and is a simple and effective way to communicate surgery arrival times.
➢ Use of technology to provide arrival times via interactive text notification promotes patient/family-centered care and patient satisfaction while providing consistent and easy access to information in a convenient and user-friendly way.

Conclusion:
Interactive text notification is a superior modality to communicate surgical arrival times, reinforce pre-procedure instructions and answer questions.

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