

## **PERIOPERATIVE TEAM TO PARENT COMMUNICATION DONE BETTER**

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

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

**Objectives of Project:** This initiative aligns with the goal to leverage the Magnet nursing culture to optimize 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 perioperative team. This allows them to leave the waiting area.

The innovative app allows nurses to provide patient-centered care and update families immediately while giving the time and attention needed to the case.

**Process of Implementation:** The app was first introduced into the operating room, pre and post-operative areas 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 the workflow. All clinical nurses received education and training through a webinar describing the functionality of the program and were given a login and password for the device. To implement use of the app patients are selected on the day before surgery. A report is sent to the charge nurses and patient liaisons with identified patients. On the morning of surgery patients are linked to their OR nurse via the app 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. In fact, it was through staff nurses that the app was made available in Spanish also.

**Statement of Successful Practice:** Initial Press Ganey scores in January, 2016 for information provided the day of surgery averaged 87.5. Following initiation of this innovative communication process the average score in September, 2016 increased to 96.7.

**Implications for Advancing the Practice of Perianesthesia Nursing:** Use of this app 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 ICU's.