Transforming Pediatric PeriAnesthesia Care: Insights from the Flow Lean Improvement Project for Patients/Parents, and Providers and the PeriAnesthesia Optimization Project

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Abstract Background Information: FLIPP (Flow Lean Improvement Project for Patients/Parents, and Providers) and POP (PeriAnesthesia Optimization Project) were launched to address inefficiencies in surgical preparation at SickKids, such as inconsistent workflows and redundant documentation. Fragmented communication and manual processes in the Pre-Anesthesia Clinic (PAC) caused delays, cancellations, and reduced staff satisfaction. Families experienced confusion and anxiety due to a lack of clear, child-focused information and support.

Objectives of Project: FLIPP and POP aimed to:

- Standardize perioperative education for patients and caregivers
- Enhance perioperative communication and coordination
- Advance digital access to health information
- Decrease same-day cancellations
- Design workflows that allocate pre-op staff efficiently

Process of Implementation: FLIPP improved pediatric surgical preparation by developing the Coming for Surgery workbook and updating online resources with age-appropriate videos, checklists, and interactive tools created in collaboration with interdisciplinary teams and patient advisors. A triage questionnaire was developed for families and patients to complete via an electronic patient portal which improved patient routing for PAC appointments based on their acuity. A needs assessment resulted in a new PAC Coordinator RN role, which centralizes assessments, communication, and patient triage. An Illness voicemail was implemented to reduce same-day cancellations. POP streamlined the workflow between PAC and pre-op by optimizing the technology available in Epic's electronic health system. New processes were implemented through education sessions, just-in-time training, and written resources.

Statement of Successful Practice: FLIPP and POP transformed the surgical journey into a streamlined, efficient, and family-centered experience. Patients and caregivers are better prepared, informed, and perioperative teams benefit from improved coordination. The PAC coordinator role, triage questionnaire, and optimization of the Epic system prevented duplicate documentation and reduced time spent on chart reviews. Pre-op nursing work-up times were reduced by 11% after implementation. Nurses can efficiently help understaffed areas in PeriAnesthesia thanks to the improved workflow. The Illness voicemail identified 65% of sick patients before surgery, reducing same-day cancellations.

Implications for Advancing the Practice of Perianesthesia Nursing: These initiatives demonstrate how PeriAnesthesia nurses can lead innovations in patient education, digital health integration, and care coordination. By prioritizing family engagement and leveraging technology, nurses play a critical role in improving outcomes and experiences for pediatric surgical patients.