

While They Wait: Connected Care that Comforts

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Abstract Background Information: Effective communication is critical to supporting families during their child's surgical experience. Prior to this innovation, families reported feeling anxious and uninformed while their child was in the operating room. Feedback from caregivers revealed a lack of consistent updates and confusion caused by receiving multiple, overlapping paper handouts during same-day surgery check-in. Families expressed difficulty navigating hospital services and uncertainty about who to contact for questions during the procedure. This innovation addressed these concerns by creating a streamlined, family-centered communication tool.

Objectives of Project: The goal of the innovation was to update and improve the information sheets that are given to families while they are waiting for their child in the operating room.

Process of Implementation: Initial planning discussions were held with the marketing team and professional governance forum to align goals and messaging. Meetings with the registration department helped clarify workflow needs and identify key points for communication improvement. Feedback was obtained from the Patient and Family Advisory Board, who responded positively to the revised sheet, citing it as a valuable resource that consolidated essential information for families.

Monthly professional governance meetings were used to review updates and maintain alignment. Communication across perioperative departments was strengthened, and feedback from both staff and families served as qualitative validation of the tool's effectiveness. This collaborative process ensured the final product was practical, accessible, and responsive to the needs of patients and families.

Statement of Successful Practice: Implementation of the Connected Care information sheet demonstrated clear and measurable impact: At the Main campus, weekly average use of the case tracking tool increased by 7.08%, and at a satellite location, usage increased dramatically by 274%.

Implications for Advancing the Practice of Perianesthesia Nursing: This project highlights the essential role of perianesthesia nurses in promoting family-centered care through improved communication. Clear, timely, and compassionate communication reduces caregiver anxiety and fosters trust in the surgical team. The initiative reinforces the peri anesthesia nurse's position as a key communicator and advocate for both the patient and family. Adoption of similar communication tools can elevate standards of care, improve satisfaction scores, and align with best practices in pediatric perioperative nursing.