

While They Wait: Connected Care That Comforts

Professional Governance Peri-Operative Site of Care

Purpose

- ❖ 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.

Findings

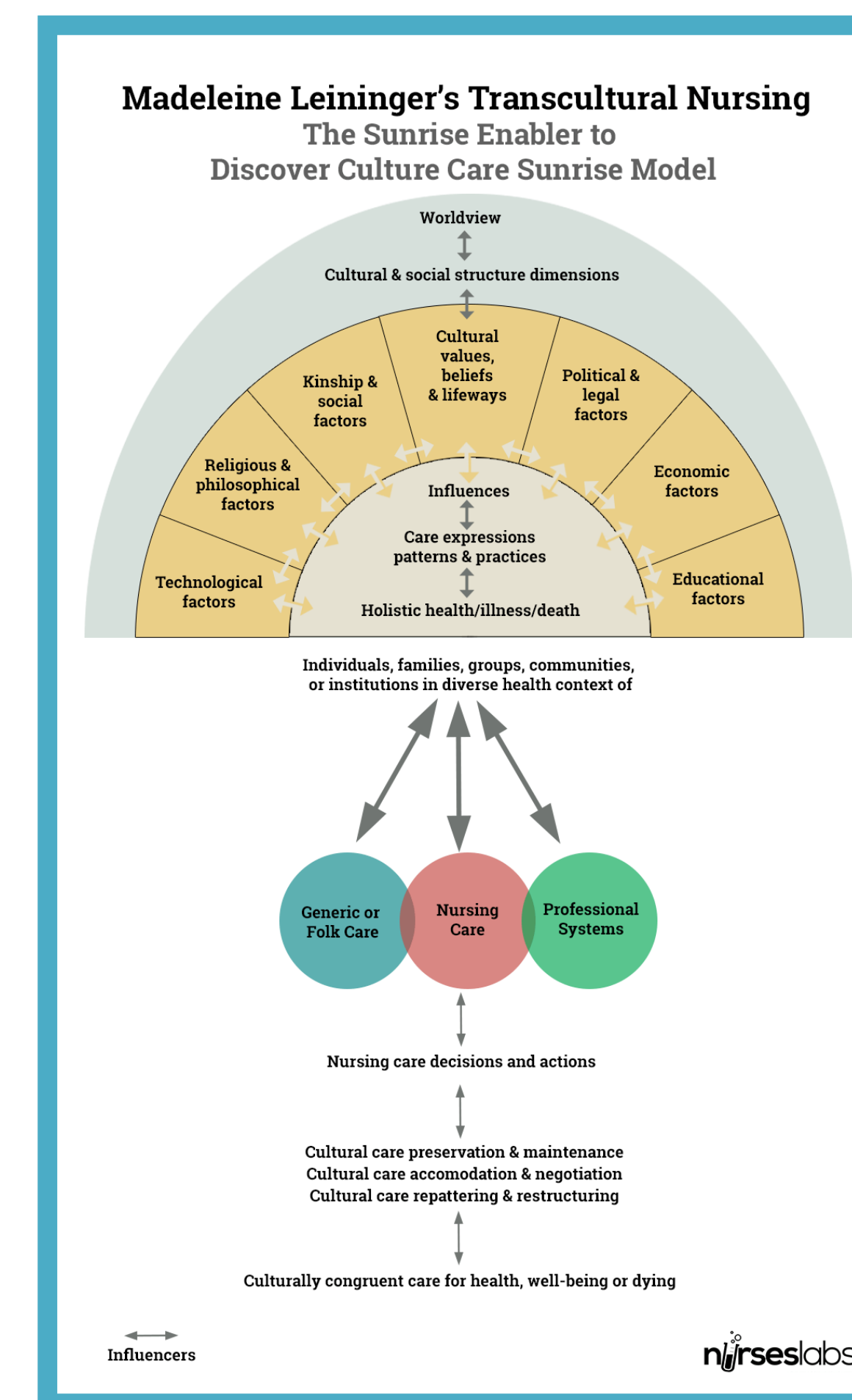
- ❖ Implementation outcomes showed measurable impact.
- ❖ At the Base location, weekly average use of the OR case tracking tool increased by 7.08% (from 164 to 175.6 cases).
- ❖ At the Liberty location, usage rose by 274% (from 17 to 63 cases per week).
- ❖ These results indicate improved engagement, reduced confusion, and increased utilization of hospital resources.
- ❖ The Connected Care sheet empowers families, enhances communication, and reduces stress during one of the most critical points in a child's care journey.

Relevance/ Significance

- ❖ Effective communication is essential to supporting families during their child's surgical experience. Prior to this innovation, caregivers frequently reported feeling anxious and uninformed while their child was in the operating room.
- ❖ Feedback revealed that multiple overlapping paper handouts created confusion during same-day surgery check-in, and families struggled to navigate hospital services and identify points of contact for questions.
- ❖ To address these concerns, an updated and streamlined Connected Care information sheet was developed. This single, consolidated resource is now provided to families on the day of surgery. It replaces multiple handouts and enhances clarity by including: real-time case tracking information, pharmacy and cafeteria hours and locations, MyChart activation instructions, and direct contact number for the nurse liaison.

Model Guiding the Work

- ❖ This innovation aligns with Madeleine Leininger's Culture Care Theory, ensuring the communication tool is culturally congruent and responsive to families' values and needs.
- ❖ The Sunrise Model was used to account for language, literacy, technology access, and social factors influencing care.
- ❖ The information sheet supports Leininger's nursing actions of preservation, accommodation, and repatterning by simplifying communication, promoting family engagement, and reinforcing emotional support.



Conclusions/ Implications for Practice

- ❖ The measurable increase in operating room case tracking following the implementation of the Connected Care information sheets suggests that families are actively utilizing the new resource. This innovation has proven to be a simple yet powerful way to improve communication, reduce confusion, and enhance the overall experience for families during one of the most stressful points in a child's healthcare journey.
- ❖ Based on its success, we recommend expanding the use of the Connected Care sheets across additional units for greater consistency and continuity of communication throughout the hospital and continuing the translation of the sheets into additional languages to ensure equity and inclusivity.

Family Feedback

- "I appreciate the information available on the parent communication sheet, I utilized the QR code to download the app right away."
- "We utilized the nurse liaison information to communication when a surgeon stopped by to sign my son's consent. It was nice to have a real person noted rather than just a phone number listed"
- "This was my husband's first time here for my child's surgery, he appreciated the icons on the sheet. He saw the two people icon pop up and knew it was time to see our child."

Picture 2

Picture 3

Picture 1

- ❖ Picture 1 displays the original information sheet provided to families.
- ❖ Picture 2 and 3 show the revised versions, updated to incorporate content that families identified as helpful and requested during their wait while their loved one is in surgery

Search Strategy/ Method

- ❖ The development process was collaborative and interdisciplinary.
- ❖ Initial planning began with the marketing team in September 2024, followed by workflow analysis with registration staff in November.
- ❖ In February 2025, the Patient and Family Advisory Board reviewed the draft and provided positive feedback.
- ❖ Ongoing revisions incorporated input from Same Day Surgery (SDS), information services, and professional governance teams, with monthly updates reviewed across departments.

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