

Bridging the Gap Between the Pediatric Surgical Liaison Nurse and the Operating Room Nurse During Critical Events

Team Leader: Catherine Nee BSN RN

Boston Children's Hospital, Boston, Massachusetts

Team Members: Erin King BSN RN, Danielle Perry BSN RN

Background: Lack of communication between the operating room nursing team and the surgical liaison nursing team during critical patient events in the pediatric operating room led to a less supportive experience for the families.

Objectives:

- To ensure consistent and timely communication between nursing teams during critical patient events
- To communicate sensitive information to families prior to the surgeon relaying difficult news
- To prepare and provide support to families with the necessary outside resources, such as social work and chaplaincy

Process of Implementation:

- Engaged operating room nursing leadership in opportunities to utilize surgical liaison nursing team during critical patient events
- Educated the operating room nursing team regarding the role of the pediatric surgical nurse liaison and process on timely communication
- Collaborated with operating room nursing team to establish a plan of communication during critical events in the pediatric operating room
- Evaluated communication practice during critical events at monthly meetings staff to ensure sustainability

Statement of Successful Practice: Pediatric surgical liaison nurses are included in the care of the patient and the family when critical events occur in the operating room. Families of the pediatric surgical patient are well informed while having access to all available resources to ensure the most supportive experience in the waiting room.

Implications for Advancing the Practice of Perianesthesia Nursing: In the pediatric population, family centered care is essential in caring for the child and for their family. The pediatric surgical nurse liaison helps families manage stress and view the waiting process more positively. Providing families with timely and honest information regarding their child's status while in the operating room promotes inclusivity, partnership, respect and trust.