

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

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## Background

Lack of communication between the operating room (OR) and the surgical liaison nursing teams during critical patient events in the pediatric OR led to a less supportive experience for 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 and provide access to necessary resources, such as social work and chaplaincy

## Process of Implementation

- Engaged OR nursing leadership in opportunities to utilize surgical liaison nursing team during critical patient events
- Educated the OR nursing team regarding the role of the pediatric surgical nurse liaison and the process for timely communication
- Collaborated with the OR nursing team to establish a plan of communication during critical events in the pediatric OR
- At monthly meetings with staff, evaluated communication practices during critical events to ensure sustainability



## Implications for Advancing the Practice of Perianesthesia Nursing

- In the pediatric population, family-centered care is essential in caring for the child and their family
- The pediatric surgical nurse liaison helps families manage stress and experience a more positive waiting experience
- Providing families with timely and honest information regarding their child's status while in the OR promotes inclusivity, partnership, respect, and trust

“The Surgical/Anesthesia team has encountered some challenges with your child in the operating room. Let's move to a consult room where we can support you better. Your child's operating room team members are coming to provide you with more details.”

## Next Steps

- Ongoing collaboration with OR staff
- Create orientation competency regarding liaison protocols for OR and surgical liaison nursing staff
- Seek feedback from families regarding their experience with the liaison team via Press Ganey Survey