

## **PARENTAL SATISFACTION WITH PEDIATRIC PREOPERATIVE ASSESSMENT AND EDUCATION**

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**Purpose:** to evaluate parental satisfaction with preoperative assessment and education conducted in the Pre-surgical Care Center (PSCC) at Nemours/Al duPont Hospital for Children and parent/legal guardian perceptions of the use of EMMI web based instruction.

**Design:** a prospective exploratory comparative and co relational descriptive study incorporating a questionnaire completed by the parent/legal guardian at the completion of the Pre-surgical Care Center visit. The survey evaluated parental perceptions of the experience in the clinic.

**Methodology:** a convenience sample of 600 parents/legal guardians of patients scheduled for elective surgery was sought for this study. A questionnaire completed and turned in to the clinic receptionist at the completion of the visit was reviewed and data analyzed using descriptive statistics.

**Results:** We had a return rate of 89%, 536 of 600 questionnaires were returned. Overall satisfaction with the PSCC experience is high with lowest scores seen in the “Operations” area. The majority of visits were under two hours and wait time had lowest satisfaction scores. Less than 50 percent (48%) of our parents reported receiving EMMI access information. Of those only 53 percent actually viewed the information.

**Discussion/Conclusion:** This study validates the importance of the PSCC visit .Results are specific to the pre-surgical visit and EMMI use. Collaboration with staff in the surgeon’s office to better inform the parent/legal guardian regarding the purpose of the pre-surgical evaluation may prepare our families better for this visit. Customer service training may be helpful with clerical staff interaction as well as a closer look at receptionist job responsibilities at the front of the clinic. The hospital may want to take a closer look at EMMI use and seek alternative methods or introduce its use to families in a different manner.