

Interactive Text Notification of Arrival Times for Pediatric Surgery Patients
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Introduction: Parents of pediatric patients admitted from home for surgery historically were directed to call for their arrival time between 3:30-6:00 p.m. the last business day prior to surgery. Calls are automatically directed to 3 minute recorded review of need to know information prior to speaking with an agent to receive their arrival time and respond to any questions.

Identification of the problem: Press-Ganey comments and verbal feedback from families revealed dissatisfaction and frustration with the call system due to prolonged wait times in calling queue and/or being disconnected after listening to the recorded message if the calling queue was full.

QI question/Purpose of the study: Improve the efficiency of the arrival time call, improve patient satisfaction and provide accurate and consistent pre-procedure information through the implementation of an interactive text notification system.

Methods: The Perioperative Family-Centered Care/Patient Satisfaction Team, a multidisciplinary team consisting of representatives from Nursing, Family Experience, Family Partners, Child Life, Administration, Anesthesia, and Surgery, identified the arrival time call as an area for improvement through Press-Ganey Survey review. The team partnered with Information Systems and Patient.ly© to implement an interactive texting notification system to take the place of the arrival time call for families who opt into texting. A Carebot blueprint and data base was developed to automatically provide surgery arrival times, review pre-procedure information and respond to frequently asked questions. Texts are delegated to team members as needed.

Outcomes/Results: A majority of our families have opted into text notification and are confirming receipt of their arrival time via text. This has resulted in significantly fewer calls, lower wait times and decreased administrative support time needed on calls daily. Feedback from families has been overwhelmingly positive, and negative comments regarding arrival time calls on Press-Ganey reports have all but been eliminated.

Discussion: Text messaging is widely used and is a simple and effective way to communicate surgery arrival times,

Conclusion: Interactive text notification is a superior modality to communicate surgical arrival times, reinforce pre-procedure instructions and answer questions.

Implications for perianesthesia nurses and future research: Use of technology to provide arrival times via interactive text notification promotes patient/family-centered care and patient satisfaction while providing consistent and easy access to information, in a convenient and user friendly way.