

2024 VIZIENT CONNECTIONS SUMMIT

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REFLECTION

REFLECT | ADAPT | EVOLVE

Improving the Pediatric Patient's Journey Through Surgery in an ASC

Anna Lulis BSN, RN, CNOR, Operating Room Nurse

Gayle Bultsma BSN, RN, CAPA, Director of Clinical Quality

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Learning Objectives

Discuss effective tools, resources and educational materials to enhance the pediatric experiences while relying on staff input and talent.

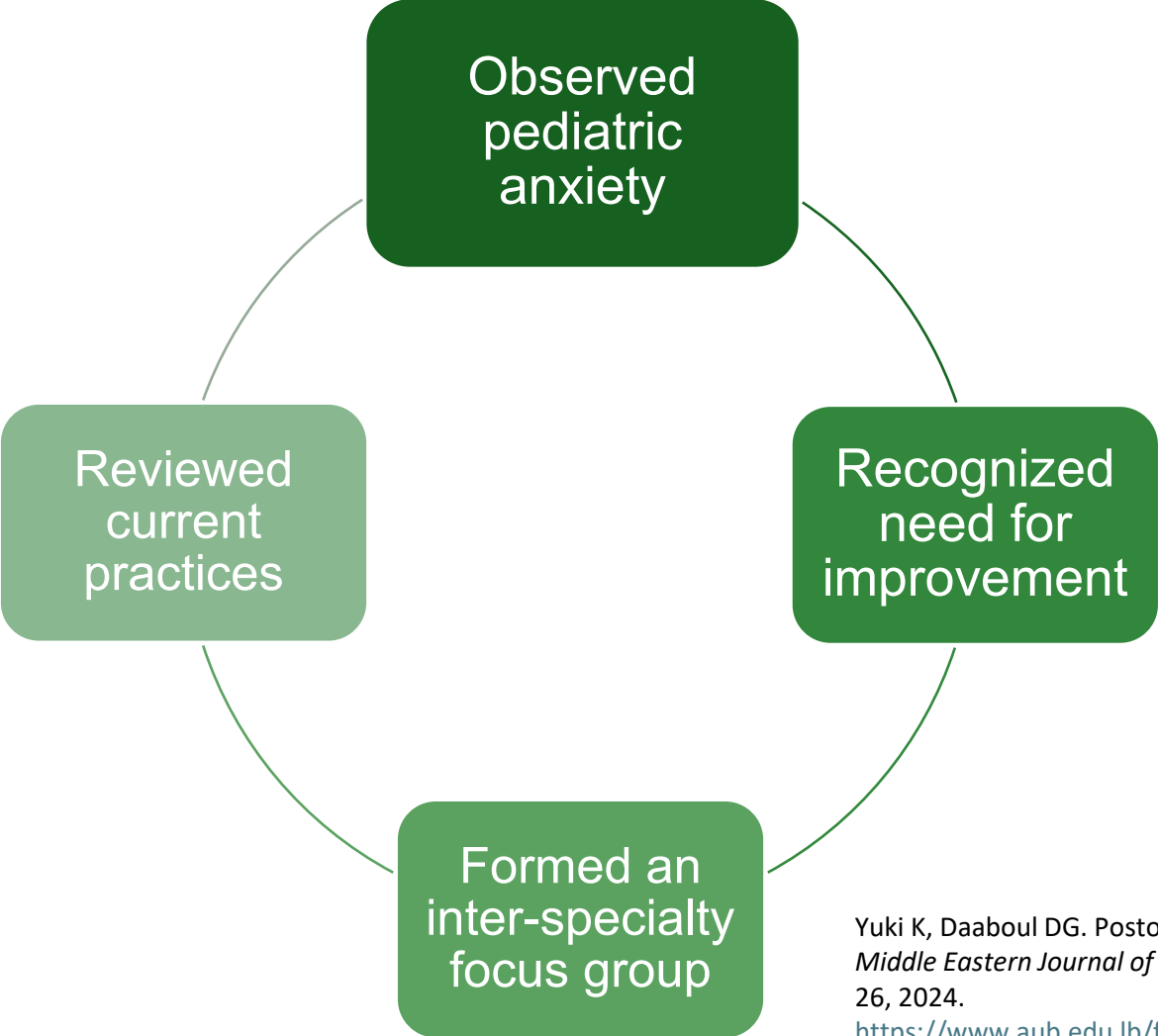
Describe the development of an engaging communication plan for children of varying developmental stages and needs.

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The Catalyst for Change



Pediatric Case Volume Summary 2023		Total
Ages 3 and under		235
Ages 4-17		446
Total Yearly Pediatric Cases		681

Top 3 Services for Pediatric Surgery in 2023	
Specialty	Case Volume
ENT	544
Ophthalmology	56
Hands	34

Yuki K, Daaboul DG. Postoperative Maladaptive Behavioral Changes in Children. *Middle Eastern Journal of Anesthesiology*. 2011;21(2):183-191. Accessed August 26, 2024.
<https://www.aub.edu.lb/fm/Anesthesiology/meja/Documents/Postoperative%20Maladaptive%20Behavioral%20Changes%20In%20Children.pdf>



Our Methods

Parental
Information
Packets

Collaboration
with Offices

Coloring Pages

Hello! My
Name is...
Booklet

Preop Activity
Bin

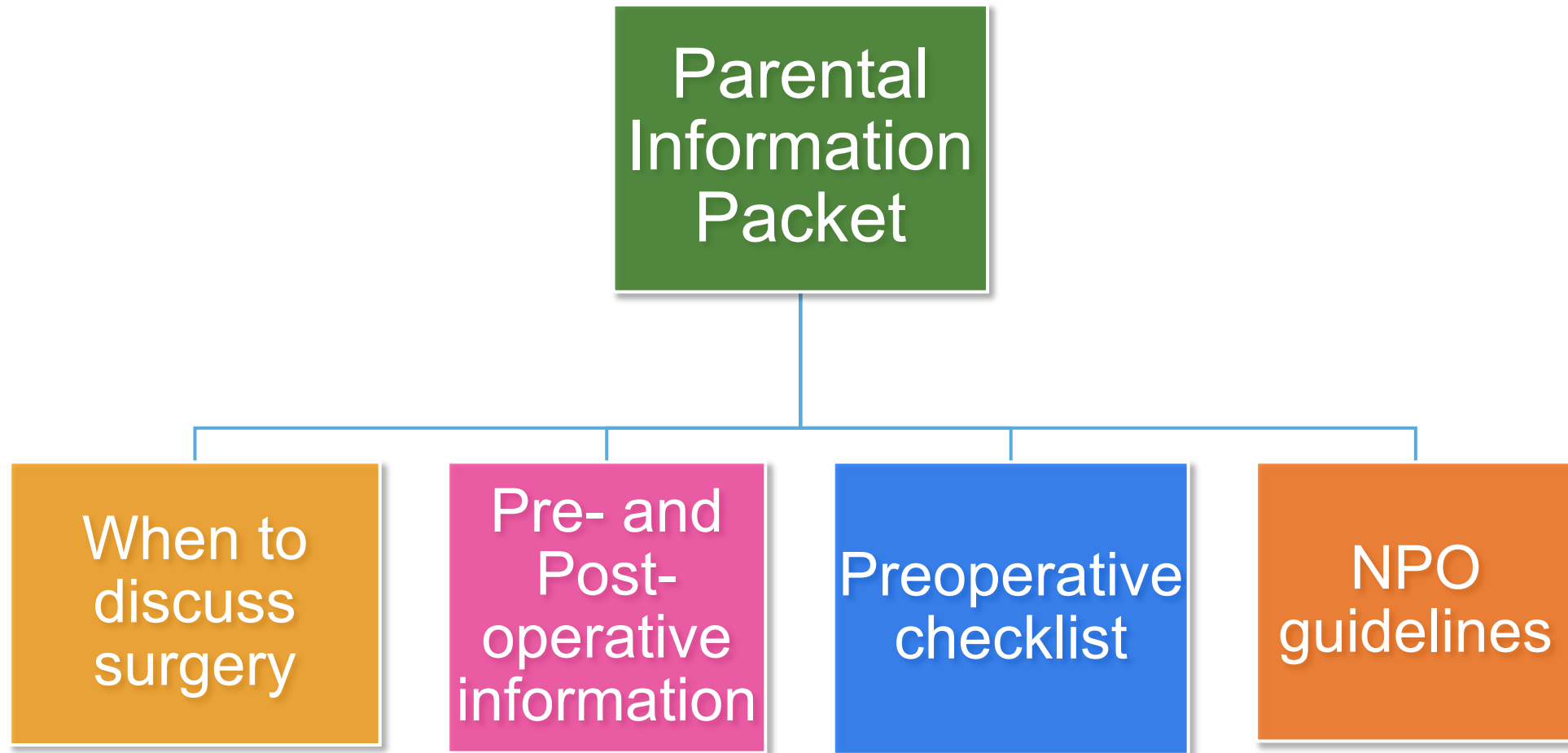
Environmental
Enhancements

Pediatric
Walkthrough
Video

Staff Education

Gather
Feedback

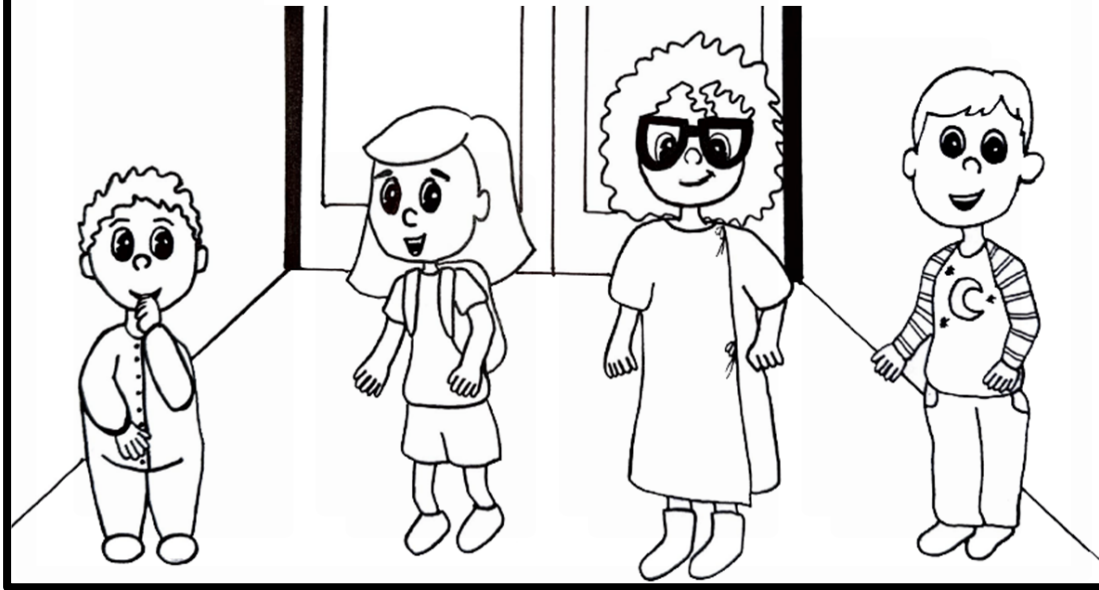
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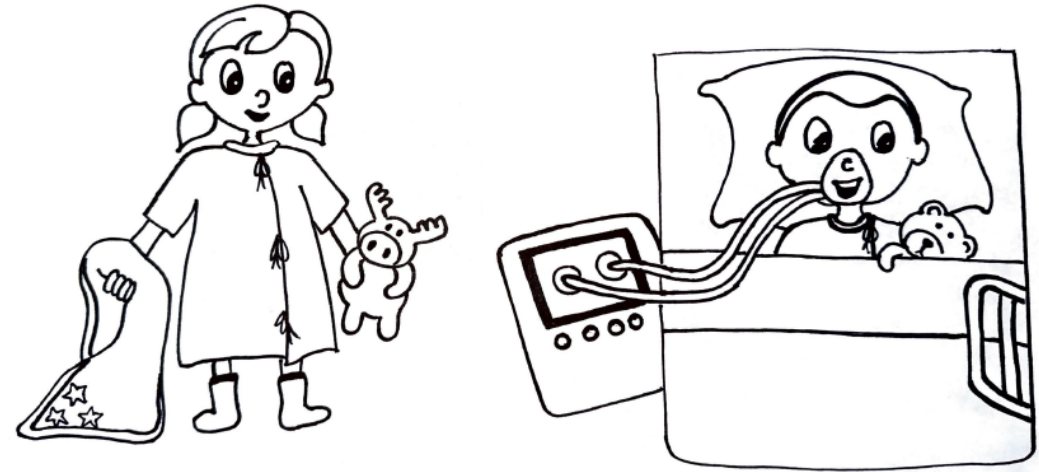
Coloring Pages



MY JOURNEY TO SURGERY

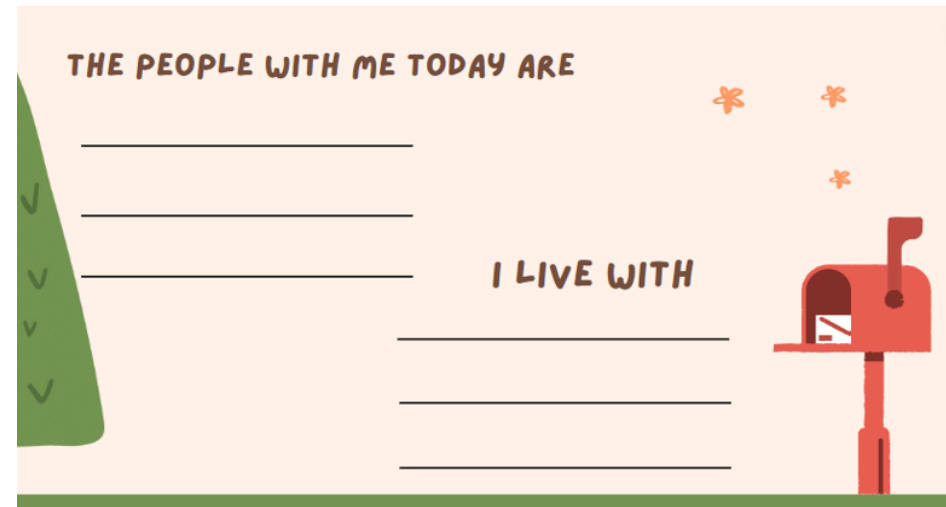


When you arrive at the Surgery Center, we will check you in at our front desk and then take you and your parents to another room to get you ready. You'll be given special pajamas to wear. Then you will meet a lot of people that will be taking care of you during your stay with us. This includes your nurses, your doctor, and another doctor who will give you special medicine called anesthesia.



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“Hi! My Name is” Booklet



Preoperative Enhancements



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Producing Pediatric Surgery Walkthrough Video

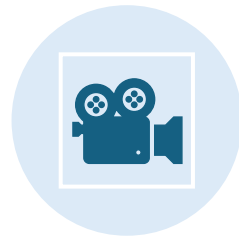
Cost Effective Steps:



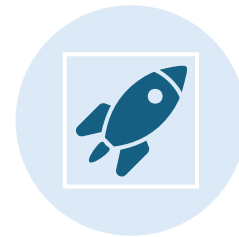
RECRUIT
VOLUNTEERS



PLAN PHOTO
SHOOT



CREATE VIDEO



LAUNCH ON
WEBSITE



COMMUNICATE
TO PARENTS

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Please enjoy Copper Ridge Surgery Center's
Pediatric Walkthrough Video!

Welcome to Copper Ridge Surgery Center!



We are here to help you feel better! 😊



REGISTRATION



Your own bracelet with your name on it!

The Waiting Room

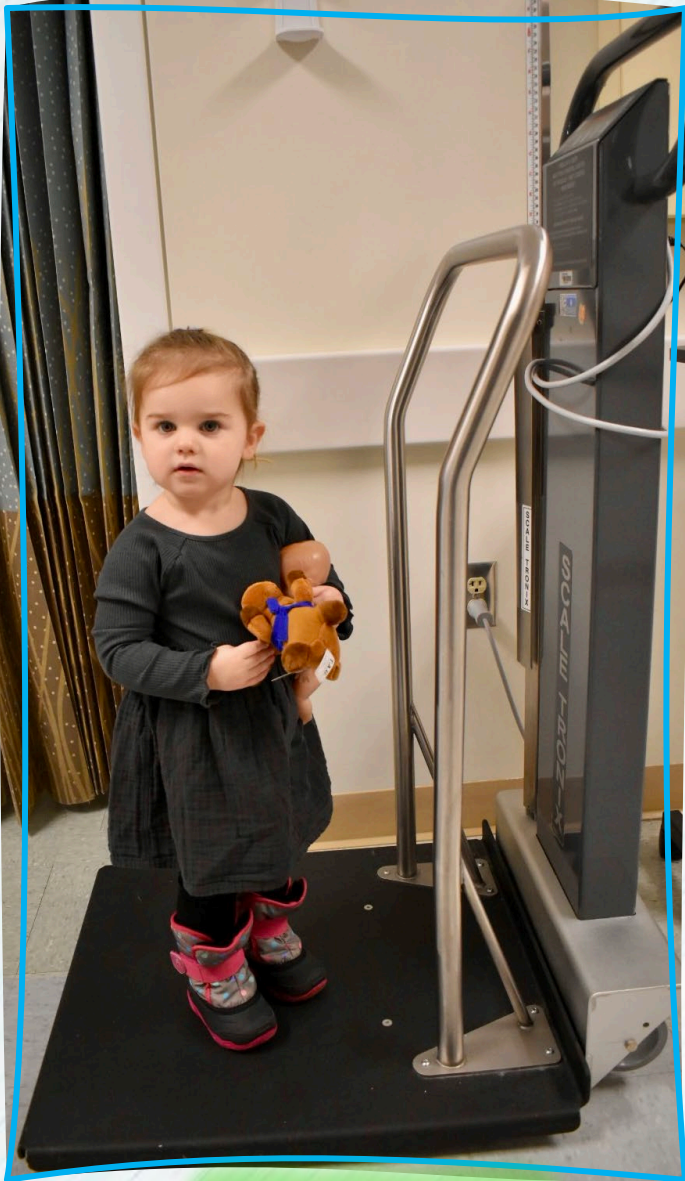
In the waiting room play area, you can read, color, and help us fill out our special book!



These are the doors you will walk through to get to Pre – Op!

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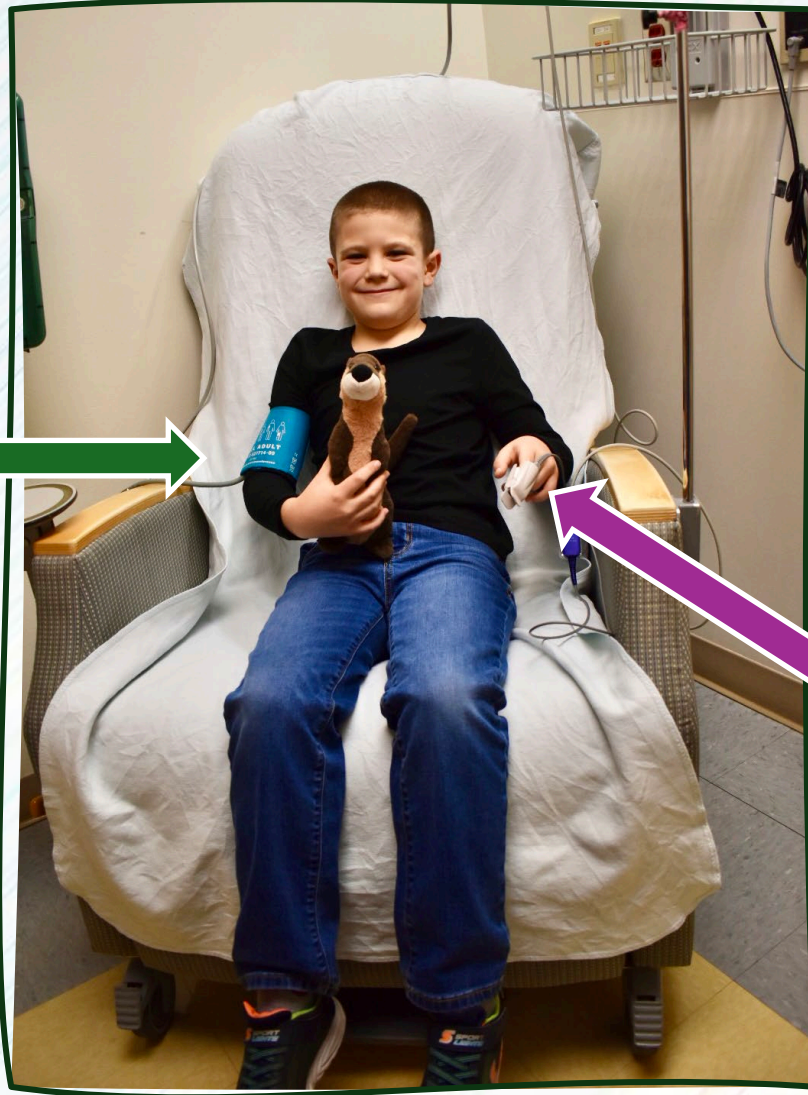




Big scale!



This will give your arm a hug!



This is what we will use to measure your pulse



PRE - OP

Time for Hospital pajamas and warm blankets!





Have you
seen a
stethoscope
before?



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We want to
know all about
you!

Your family will
be with you 😊



Meeting your Doctor and Anesthesiologist



Think about what your favorite flavor is!





Going to the Operating Room



This is the time
for lots of hugs!



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To the
Operating
Room

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The Operating Room

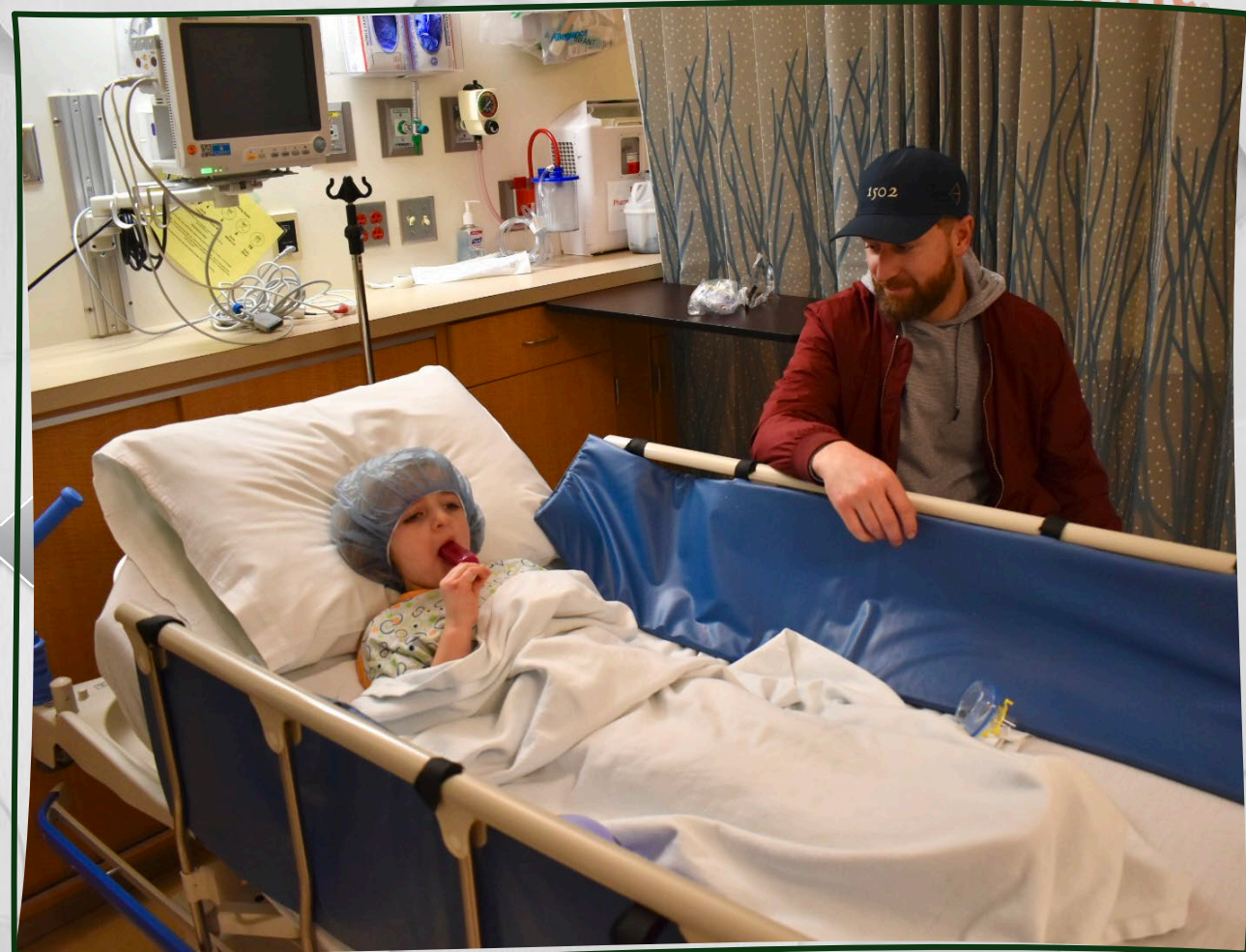
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Time to go to sleep!
..ZZZ...



The Recovery Room

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Going Home!



You did it! You are so brave!

Thank you for coming to
Copper Ridge Surgery
Center!

We hope you feel better
now!





Staff Education – CARE Method

Choices

Restore a sense of control

Agenda

Outline the plan

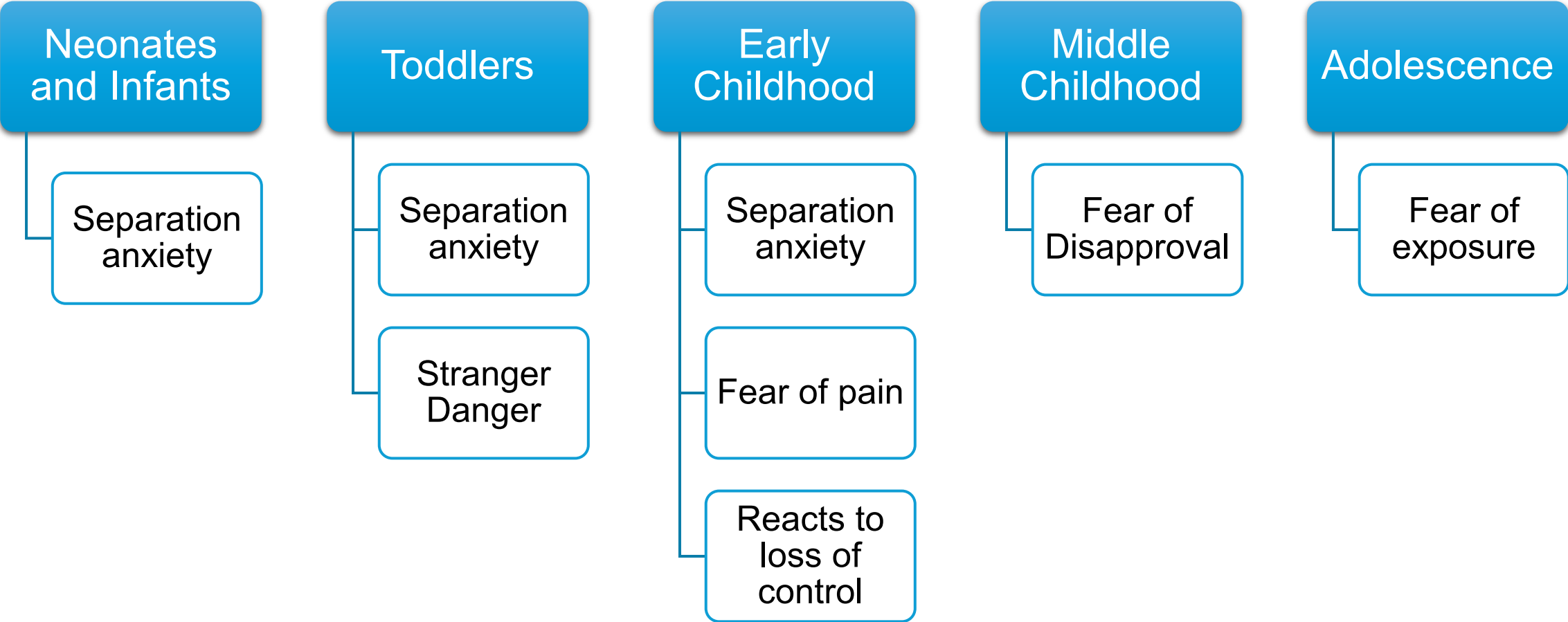
Resilience

Uplift and encourage

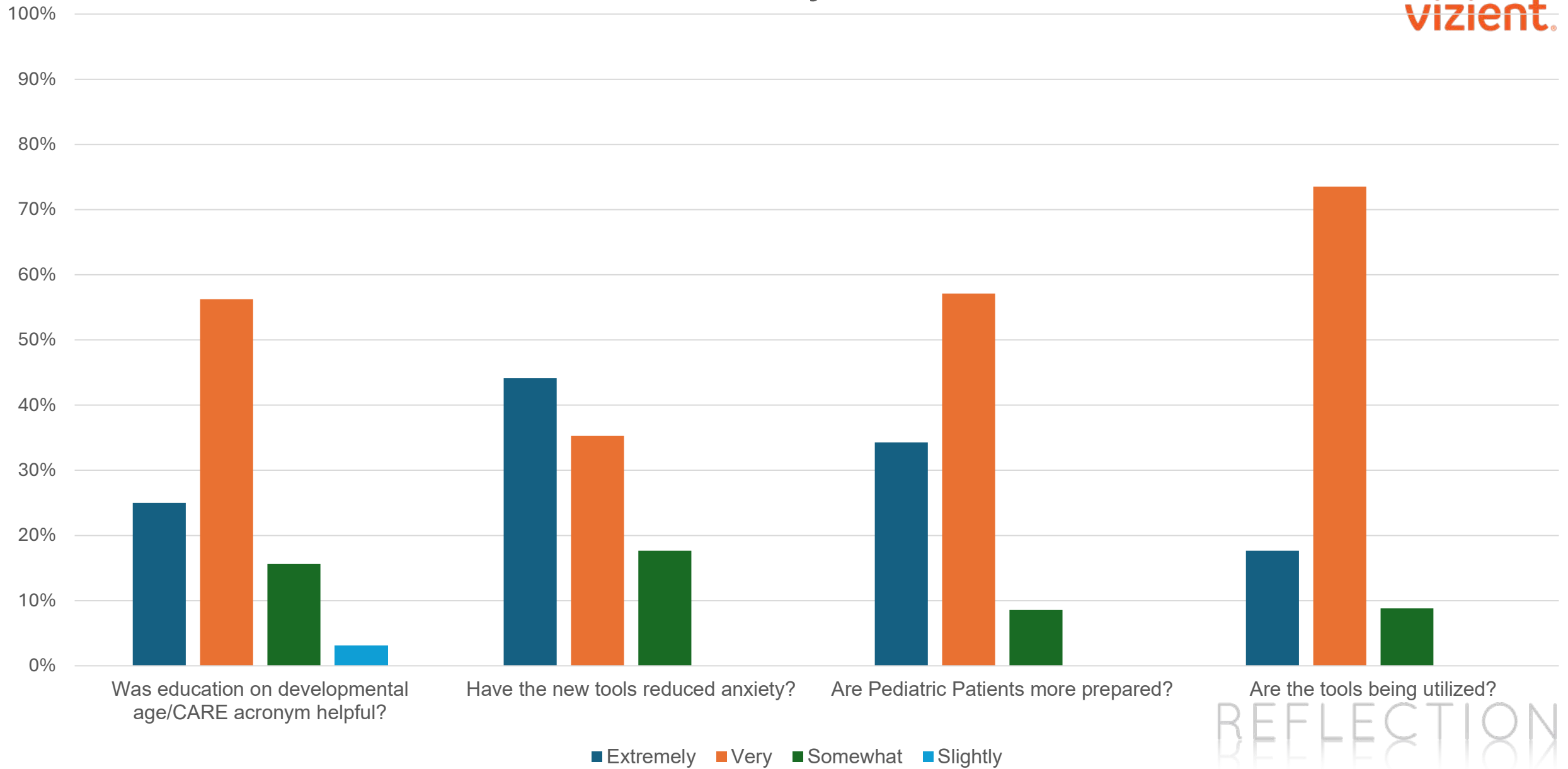
Emotional
Support

Normalize feelings and emotions

Staff Education - Developmental Age Considerations



Staff Survey Results



Lessons Learned



Involve direct-care staff (focus group).



Don't make assumptions that all children's needs are the same (create multiple ways to engage children).



Get leadership and physician buy-in/support.



Utilize staff talents (greater satisfaction).

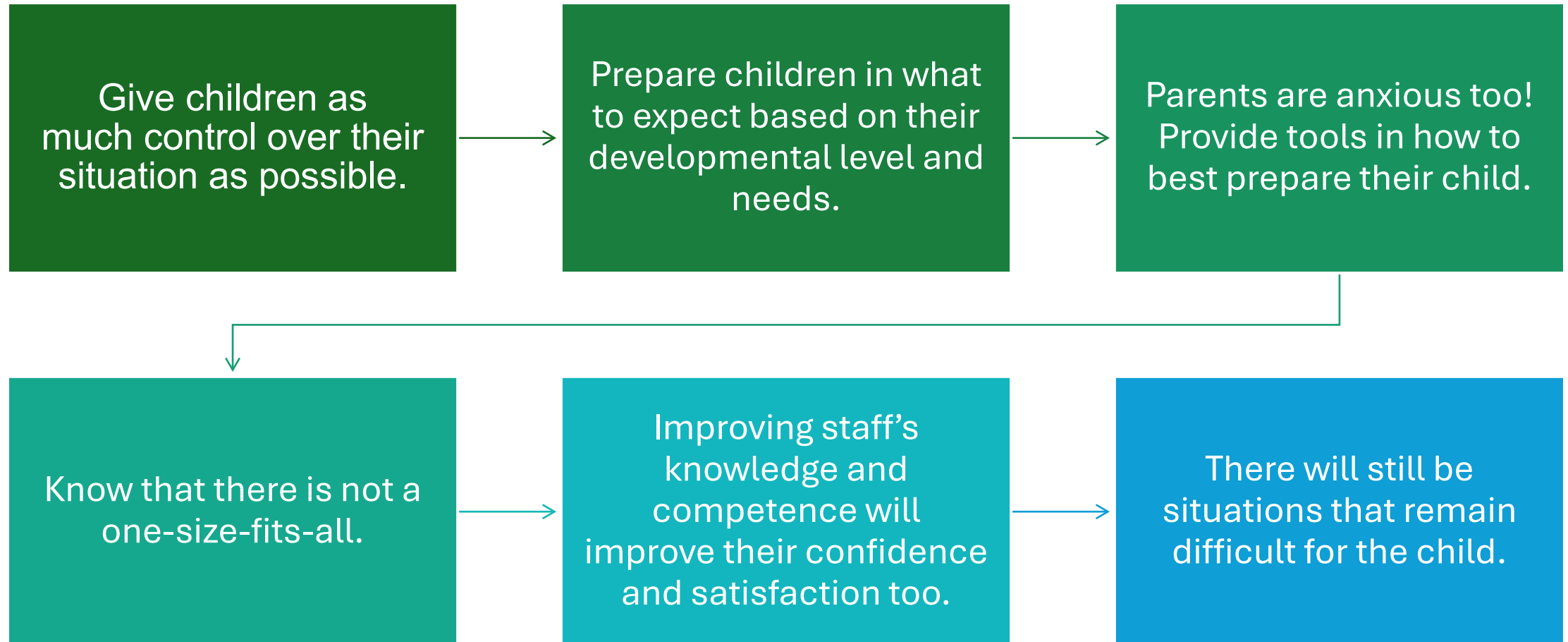


Communicate changes.



Follow up -- adjust as needed.

Key Takeaways



Questions?



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