

Implementation and Evaluation of a Patient Support Service to Address Cancelled Pediatric Surgeries in Saskatchewan

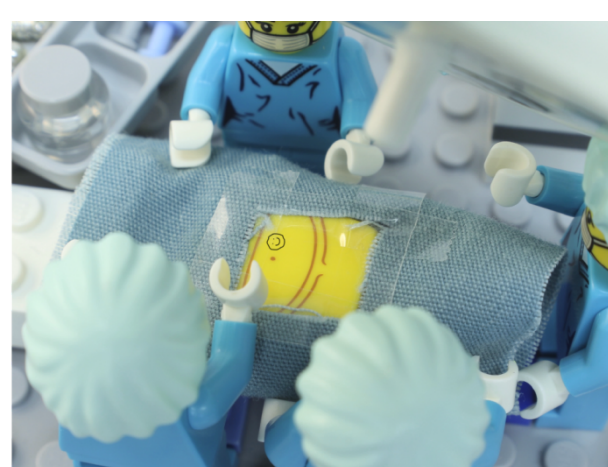


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BACKGROUND

- Pediatric same day surgery cancellations have a negative emotional and economic effect on families.¹
- ~ 4-26% of pediatric surgeries are cancelled on the day of surgery²
- The most common reasons for pediatric surgery cancellations in Saskatoon: patient no shows (37%), surgeon cancelled (21%), and patient changed their mind (17%)²



- We want to empower families to identify their barriers to receiving surgeries and assist them to overcome those

OBJECTIVES

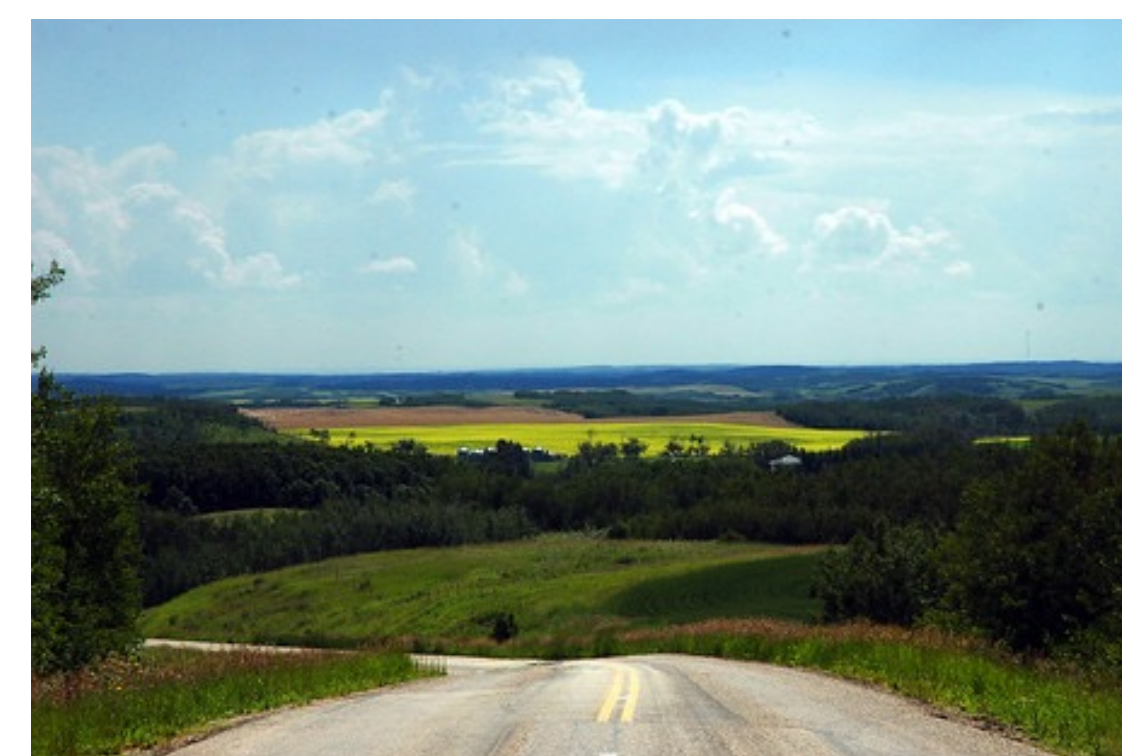
- Pilot a Patient Support Service to assist pediatric patients in attaining their surgeries.
- Evaluate the Patient Support Service by following up with the patients and families that have utilized the service.
- Identify demographic (age, Indigeneity, geographic location) and/or procedural (surgical booking, patient information) variables that are predictive of cancelled pediatric surgeries in Saskatchewan.

METHODS

- We are piloting a Patient Support Service (transportation, speaking with an elder, and/or receiving further information from a healthcare provider) for families with a child scheduled for a surgery in Saskatoon/Regina.
- The Patient Support Service will be offered to patients and families by distributing a pamphlet through Surgeons' offices (Saskatoon) or Surgical Booking (Regina) at the time of booking and will be free of charge.
- A Research Assistant with ties to Nekaneet First Nation will answer calls/texts and messages through Facebook Messenger to address patient needs by facilitating access to services.
- A Facebook page has been created with information/contact information. (<https://www.facebook.com/Pediatric-Patient-Support-Service-107538588272935>)
- We will conduct telephone follow-up with families using the service to assess the reason for their call, demographic characteristics, and type and location of surgery. We will evaluate the service by asking whether their child was successful in obtaining their surgery.

RESULTS

- We expect to find that patients and their families will have positive experiences using the service to access their child's surgery.
- We anticipate demographic trends in patients accessing the service. Our evaluation may identify areas of need based on demographic, geographic, or procedural factors.



CONCLUSIONS

- This project will test a pilot solution to an identified gap in healthcare delivery.
- Providing patient support services may help meet the needs of an underserved population.
- Future work will investigate whether this service leads to reduced same-day pediatric surgery cancellations.

REFERENCES

1. Tait A R, Voelpel-Lewis T, Munro HM, Gutstein HB, Reynolds P. Cancellation of pediatric outpatient surgery: Economic and emotional implications for patients and their families. *Journal of Clinical Anesthesia*. 1997 May 1;9(3):213-9.
2. Saskatoon Health Region Data (March 2018 – Sept 2020).

ACKNOWLEDGEMENTS

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