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Improving the qualification of a little patient and his parents before and after surgery

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Patient-centered care (PCC) is one of the main components of the IOM (2001) Quality Therapy, which addresses quality treatment according to the IOM Report (2001). Quality treatment respects the patient and addresses the patient's preferences, needs and values, ensuring that patient values guide clinical decision-making. Preparing children for surgery reduces their anxiety level before and after surgery compared with unprepared children (Li & Lopez, 2008). The positive experience of the patient from the procedure is critical and influences the child's continued perception of his or her stay in the hospital. Therefore, it was decided to improve the pre-surgery procedure performed towards children's surgery in order to reduce the level of anxiety among children and their parents, to increase their sense of control and thereby to achieve cooperation between the child and his family. An intervention program was introduced that included age-appropriate structured instruction and a developmental stage of the "young patient". Raising awareness of the existing staff and preparing a training program for new nursing staff. Assessment of patient and family satisfaction before and after the intervention program. The intervention program contributed in a variety of ways to the general feeling of satisfaction with the preoperative process and specifically to understanding the way in which the procedure was conducted and how the information about the planned operation was offered. The implications of the intervention program are very significant, as comprehensive adjusted training, patient empowerment and empathic intervention have been shown to contribute to the sense of satisfaction and to generally improve the experience of hospitalization.

Biography

Inna Yoffe Vaisman has completed her MHA at the age of 26 years from Tel Aviv University. She is the Clinical Nurse Manager at Pediatric surgery department in Sheba Medical Center at Tel Hashomer, Israel.

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