



Introduction

- Major surgical procedures can be an anxiety- and stress-inducing ordeal for not only the patient but their support network as well.
- Improved communication is a recognized need in the interest of patient and family satisfaction¹ and has been shown to decrease family anxiety.²
- This work pilots a web-based, individualized operation tracker: PatientLink. This tool can be followed by patient supporters, both in hospital and remotely, as the surgical team logs and timestamps events as real-time status updates.

Objectives

- To evaluate the viability of PatientLink as a tool to address stress and anxiety.
- To improve communication between the healthcare team and patient supporters.

Participant View: Application in Use

Date: 2020-02-09

Operation: Cystectomy

Timestamp at each stage

Icons for the 6 stages:

- Pre-Operative Area
- Begin Surgical Procedure
- Recovery Area
- Arrival in Operating Room
- End Surgical Procedure
- Transport to Ward

7:13 AM

7:45 AM

8:01 AM

11:52 AM

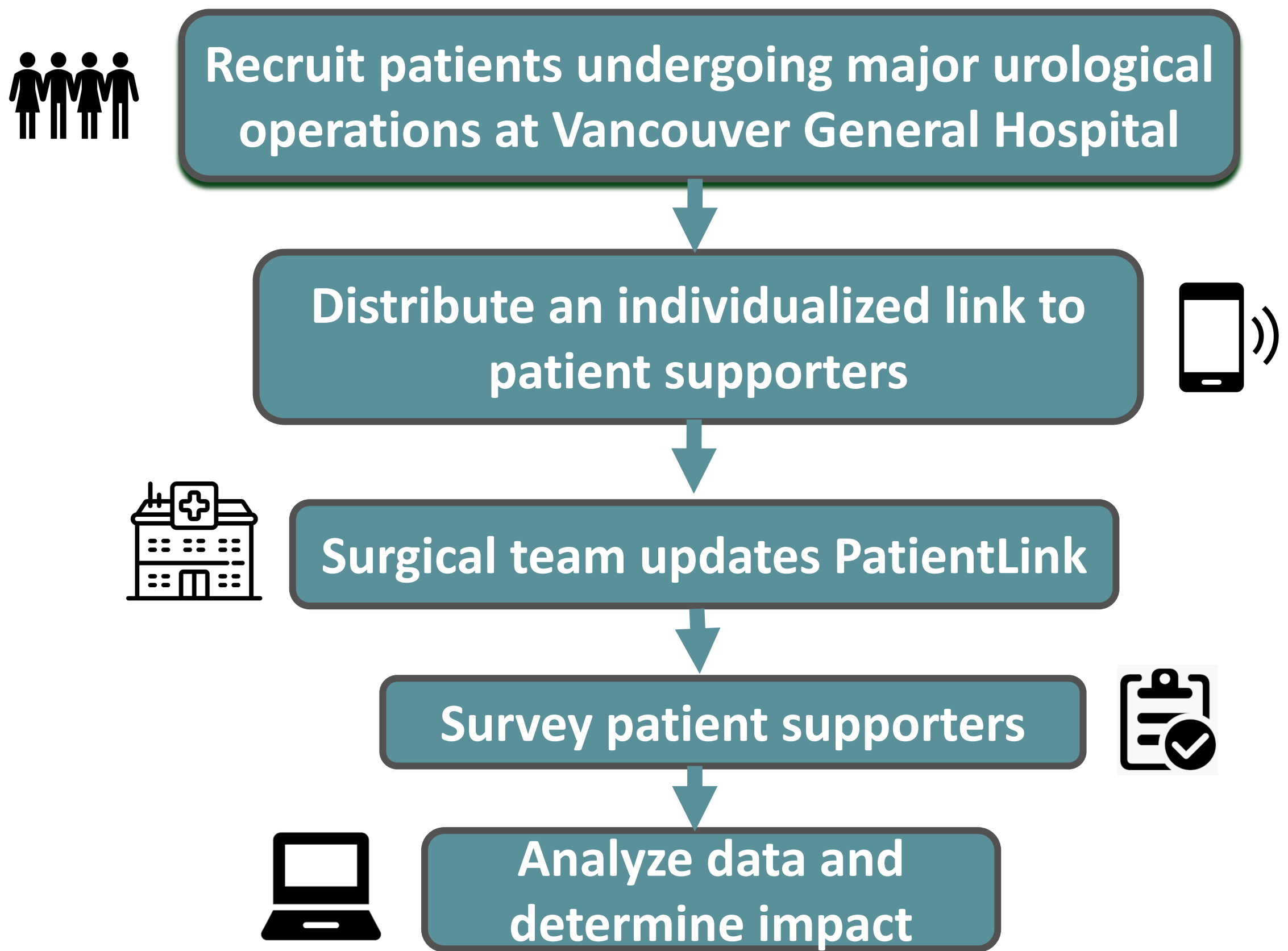
12:22 PM

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Patient in Recovery Area

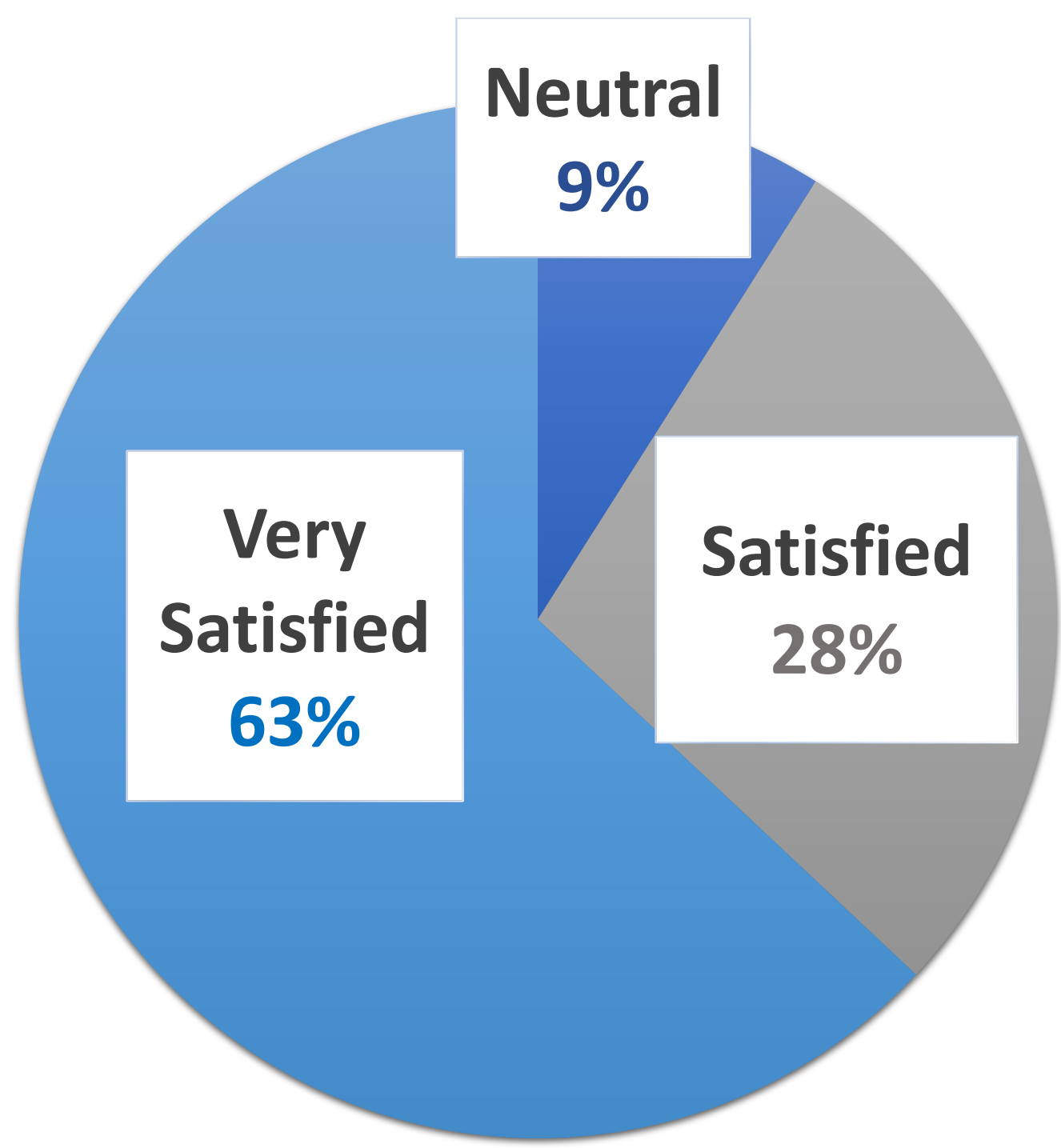
The patient has been transferred to the Post-Anesthesia Care Unit (PACU) to recover from the procedure and anesthetic under close monitoring by specialized staff. Persons accompanying the patient to hospital may attend in person in approximately 1 hour at PACU. Otherwise the patient will be transferred to the ward soon after and family and/or friends may attend at that time.

Methods

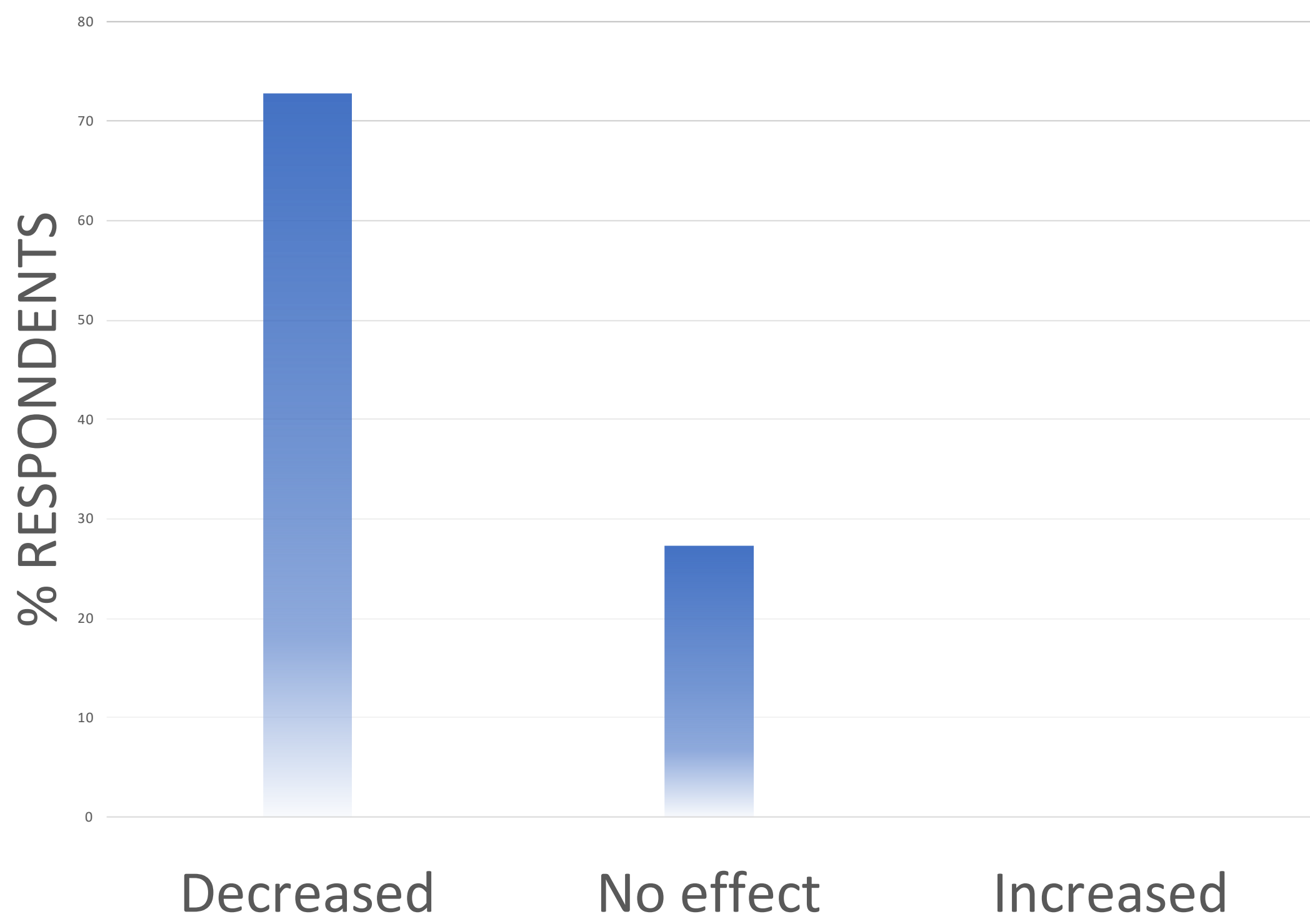


Results

Satisfaction Rating



IMPACT ON STRESS LEVELS



"I was able to access [PatientLink] comfortably and see the patient move through the process... Felt like I had a connection to her even though I was in a different province."

"Knowing the stages start times helped manage my expectations..."

Conclusion & Future Directions

- Early reports show PatientLink as a novel online platform that improves the quality of care for patient supporters.
- Next steps are to continue recruitment and data collection and broaden the use of PatientLink across surgical specialties. Validation of preliminary results is warranted.

References

- Calabro, K.A., Raval, M.V., Rothstein, D.H. 2018. Importance of Patient and Family Satisfaction in Perioperative Care. *Seminars in Pediatric Surgery* (27); 114-120.
- Tagadaya, M., Macapobre, R., Rich, E.R. 2013. The Impact of the Use of Paddle Pagers on Family Member Anxiety During the Intraoperative Period. *American Society of PeriAnesthesia Nurses* (28) 6; 377-382.