Improving Pediatric Patient IV Insertion Satisfaction

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Background

- Parents evaluate quality of pediatric care in the United States by way of surveys mailed following discharge
- Perception of the skill of the IV starter is one question posed
- Advanced practice registered nurses and clinical registered nurses trained in pediatric ultrasound guided peripheral IV and PICC insertions worked in various departments with a team of patients and were not immediately available to provide advanced skilled access for the pediatric population throughout the hospital
- Nursing administration at Arnold Palmer Hospital for Children noted that the responses to this question fell below the Press Ganey survey mean scores and recognized the need for a dedicated Vascular Access Team

Significance

- Pediatric IV insertions cause distress and anxiety for the child and parent/caregiver
- Nine to fourteen year-olds identified examples of poor technical expertise as being on their list of ‘worse aspects’ of care¹
- “Poking me for an IV if they are doubtful they can get it in the first place. If they are really good and are confident. I don’t mind”²
- “My child was poked too many times”³

Purpose

- To increase child and parent satisfaction with IV insertions in pediatric patients

Skill of the IV Starter Sept 2014 - Sept 2015

Outcomes

- Following initiation of the vascular access team pilot in January 2014, the patient survey scores for “Skill of the IV Starter” increased from 85.3% to 96.3%
- Word of mouth reached the families that there was a vascular access team with expert nurses, and parents began asking for this team
- The amount of requests for IV starts from this team were unable to be fulfilled and patient satisfaction with the skill of the IV starter decreased
- With this increased demand for expert IV starters, survey results were used as evidence to advocate for two more IV team members who were hired in August 2015
- This may reflect the upward turn in patient scores in September 2015
- Ongoing evaluation of the program may require additional vascular access team members

Methods

- A business plan was developed with the creation of a two-nurse team dedicated solely to advanced vascular access
- Algorithms and processes were developed for the clinical nurses to utilize when consulting the vascular team
- The implementation of the advanced vascular access team was piloted in January 2015

References


Arnold Palmer Medical Center, Orlando, Florida