

# PEDIATRIC SURGICAL PREP PROGRAM



# OUR MISSION



The Pediatric Surgical Prep Program (PSPP) was created by Hearts Connected from a passion to minimize the emotional and physiological trauma that pediatric patients can experience with invasive procedures. PSPP is also intended to enhance the skill set of medical health professionals in surgical centers and procedural suites - providing the tools for patient-facing staff to feel confident and competent in supporting pediatric populations.

## Program Benefits

Institutions enrolled in the Hearts Connected PSPP will be recognized for excellence in providing pediatric support and pain care.

- A Hearts Connected PSPP designation will be awarded and visible on the institutional website to indicate comprehensive training in core competencies around pediatric surgical and procedural care.
- Research has shown that patients who experience a better quality of treatment and pain management while in the hospital have shorter recovery periods, fewer hospital return visits, and improved patients satisfaction scores.
- Your staff will be equipped with tools for working specifically with pediatric populations for surgeries and procedures - boosting staff morale and satisfaction in providing excellent care to families, and increasing staff efficiency.

# WHO WE ARE

EACH OF OUR PROGRAM EXPERTS HAVE OVER 30 YEARS OF EXPERIENCE WORKING WITH PEDIATRIC POPULATIONS.



**LISA CIARROCCA, CCLS, RWWP**  
Certified Child Life Specialist

Lisa A. Ciarrocca has been a child life specialist for over 30 years, working at many levels in and out of the healthcare arena. As the Child Life Manager at The Goryeb Children's Hospital, she was responsible for the development and leadership of a system-wide child life program. Lisa's clinical experience includes oncology, surgery, chronic illness, grief, siblings, and children of adult patients. Lisa was the 2022 recipient of the Mary Barkey Award for Clinical Excellence. Her experience working in and out of the healthcare setting enabled her to think outside of the box—expanding her child life role into the community and opening her own child life private practice, The Next Step: Partners in Psychosocial Care LLC nine years ago.



**EILEEN MURRAY, RN-NIC**  
Pain Management Coordinator

Eileen has been a pediatric nurse for over 30 years, first in the Neonatal ICU. The NICU is where she developed a concern for the pain tiny babies experienced, so she studied extensively to improve the care of babies in pain. After leaving the NICU, she was a Pain Management Coordinator who provided training and policy support for all staff. She attended the Pediatric Pain Master class in 2013, and implemented many non-pharmacological pain techniques into the policies and procedures at her facility. She continues her work as a PACU nurse, managing the post-operative pain in kids.



**SUZAN WATKINSON, M.A., CCLS, CPMT, RWWP**  
Certified Child Life Specialist

Suzan has over 30 years of experience. Her expertise spans pediatric palliative care, grief support, oncology, radiology, trauma, and emergency medicine. She has contributed to innovative child life programming and mentorship, advocating for expansion of child life services. Beyond local borders, Suzan's commitment extends to global initiatives, participating in Child Life Disaster Relief efforts and serving as a Psychosocial Care Provider for Operation Smile, supporting children during facial surgery missions internationally. Suzan is also an Adjunct Professor at Azusa Pacific University, guiding Child Life graduate students and overseeing the Academic Child Life Internship program.



# WHAT WE DO

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We provide training, consultation, and ongoing support to patient-facing staff in order to minimize the emotional and physiological trauma that pediatric patients can experience with invasive procedures. Our training program has been created by experts in the field of child development and pediatric pain management.



## FULL TRAINING PACKAGE - \$26,800\*

Includes:

- Base Level training (2 one hour sessions)\*
- Clinical Training (2 one hour sessions)\*
- Quarterly new employee orientation
- Yearly, annual competencies
- Post session follow-ups
- Optional add-ons available

\*Explanation of sessions shared on page 6

\*Price is an estimate and will be finalized by contract

## ADDITIONAL OFFERINGS

- Virtual Pre-operative visits for parents and/or children to meet with a pediatric pain management nurse and/or a child life specialist.
- Pre and post op support to patients and their families.
- Other trainings tailored to the needs of the organization.





# WHY PARTNER WITH US?

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## **Data-Driven Validation of Effectiveness**

- Our model of support is a formal curriculum-based intervention that has been validated by current research showing that patients who experience a better quality of pain assessment and support have shorter recovery periods, fewer return visits, and improved patient experience.
- Learn pediatric-specific developmental considerations, and how to use developmentally appropriate medical language, and identify best ways to provide procedural support to children and families pre/post-operatively.
- Identify and remove barriers to optimal pediatric pain management pre and post-operatively.
- Educate staff and parents on effective pain management techniques, and how to recognize and support post-operative pain in children and adolescents.

## **Ongoing Support to Promote Program Success**

- A partnership with Hearts Connected will afford you access to all our current leading-edge training and materials and also provide you access to support from our team of experts.
- In addition, your organization will benefit from our ongoing significant investments in curriculum development, clinical research, product development, and branding - all included in your registration fees.
- Access to virtual Pre-operative visits for parents and children to meet with a pediatric pain management nurse and/or a Certified Child Life Specialist (CCLS) for additional pre/post post-op support.





# WHO BENEFITS?

## **Surgical staff:**

- Will learn to understand and apply evidence-based pain management techniques with pediatric surgery patients and utilize tools to decrease discomfort for the pediatric population pre and post-op.
- Will be equipped with tools for boosting staff morale, efficiency, and work satisfaction knowing they are providing excellent care to children and families.
- Will experience a significant difference in care outcomes with an increased understanding of the importance of age appropriate language and utilizing coping and diversion techniques for pediatric surgery patients.

## **Patients and families:**

- Will experience a better quality of pain assessment and treatment, shorter recovery periods, fewer return visits, and improved patient experience and customer satisfaction.
- Will experience an increased ability to trust surgical team, knowing and witnessing their ability to appropriately work with and support the child.
- Will experience decreased fear and risk of medical trauma when supported appropriately.

## **Organization:**

- Will likely see improved patient satisfaction scores from pediatric cases.
- Will likely increase patient volume by decreasing procedure time, return visits, and post-op management, as well as increasing staff efficiency.
- Will become increasingly attractive as a referral from other pediatric providers.



## **Get started with ease!**

1. Schedule a meeting with a PSPP program expert.
2. Formal agreement signed (including attestation statements & requirement acknowledgements)
3. Program Fees paid
4. Begin Staff Training



# SESSION OVERVIEW & OBJECTIVES



## 1

### BASE TRAINING: DEVELOPMENTAL CONSIDERATIONS

#### Instructional Objectives

1. Define developmental considerations at each age level and increase understanding of appropriate communication with children and teens that will decrease a fears and misconceptions.
2. Identify and implement age appropriate diversion activities, tools and methods to understand and support a child's emotional response, and strategies and techniques to increase a child's sense of control.
3. Increase effective and supportive communication with parents and caregivers to proactively address a child's specific needs and parental concerns.

## 2

### CLINICAL TRAINING: PEDIATRIC PAIN MANAGEMENT

#### Instruction Objectives

1. Identify and remove barriers to optimal pain management post operatively
2. Educate healthcare workers how to recognize pain in children and adolescents.
3. Educate parents on effective pain coaching techniques to help their kids with post operative pain

**"Child life services are associated with improved quality, outcomes, and patient and family experiences as well as decrease costs in pediatric care. There is evidence that child life services help to contain costs by reducing the length of stay, decreasing the need for sedation and analgesics, and increasing patient satisfaction ratings."**





## LET'S GET IN TOUCH

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[www.heartsconnected.org/PSPP](http://www.heartsconnected.org/PSPP)  
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