

Interruptions in a Pediatric Outpatient Setting

Lin Henry C

Doernbecher Children's Hospital, USA

Abstract

Background

Interruptions can impact the flow of conversation and possibly the quality of care. The objective of this study was to describe interruptions in the pediatric outpatient care setting and to determine their influence on perceived physician communication, patient satisfaction and completion of provided physician instructions.

Methods

An observational study was performed at the Children's Hospital of Philadelphia, Pediatric Gastroenterology outpatient clinic from February 2016 to August 2016. Participants had their clinic visit video recorded and these recordings were reviewed for interruptions. Types of interruptions were divided into 3 main categories: Visit Associated, Pediatric Associated, and Unanticipated. Caregivers also completed a survey on perception about the clinic visit.

Results

81 subjects had their clinic visit video recorded. There were 35 new patient visits and 46 follow-up visits. There was an average of 8.39 interruptions per visit and an average rate of 3.11 minutes per interruption. The median time to first interruption instance was 81 seconds. Pediatric Associated interruptions were the most common category of interruptions (54.9%). The top three types of interruptions were talking, crying or yelling by the patient or sibling (255), asking for clarification (172), and telephone or pager distraction (79). The Patient was found to be the most frequent interrupter during the clinic visit (344), followed by the Provider (140), and then the Caregiver (123). The impact of interruptions on the clinic visit was assessed by caregiver satisfaction with the communication, caregiver perception of quality of communication, and caregiver instruction completion rate. In clinic visits with a high interruption rate (<10 min/int), there was a significantly lower instruction completion rate compared to visits with a lower interruption rate (>20 min/int).

Discussion

Interruptions occur at a varying rate during the visit. The potential impact of interruptions could be related to retention of physician instructions which in turn affects the quality of care provided. Focused strategies to minimize interruptions would be helpful as well as an improved understanding of the effect of interruptions on the clinical visit.

Keywords: patient communication, pediatrics, interruptions, quality of care

Article Information

Conference Proceedings: World Congress on Nursing & Healthcare (Paris)

Conference date: 18-19 November, 2019

[Inovineconferences.com](http://inovineconferences.com)

***Corresponding author:** Lin Henry C, Doernbecher Children's Hospital, USA; Email: [linhe\(at\)ohsu.edu](mailto:linhe(at)ohsu.edu)

Citation: Henry CL (2019) Interruptions in a Pediatric Outpatient Setting. J Pediat Infants.

Copyright: © 2019 Henry CL. This is an open-access article distributed under the terms of the Creative Commons Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original author and source are credited.