

Children's information needs before coming to hospital for a planned procedure; informing the development of a child-centred app.

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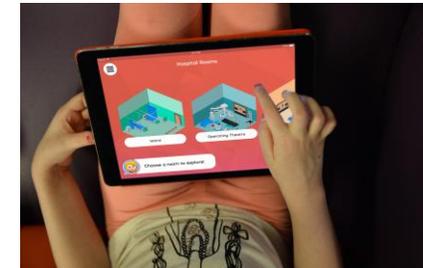
Why do the project?

- Children often have unmet information needs when attending hospital and this can cause them anxiety and uncertainty.
- If children are prepared and informed about what will happen during a procedure they tend to have a better experience.
- There is a lack of child-directed information and children are often reliant on their parents to relay information to them
- We do not know much about what children want to know about before they come to hospital for a procedure.



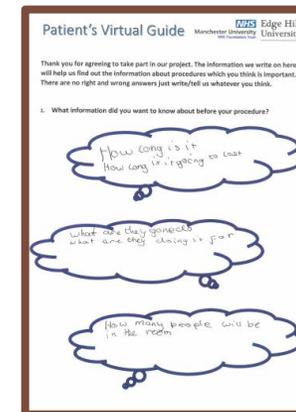
Why do the project?

- This study set out to investigate children's perspectives of what information is important and valuable to know before attending hospital for a planned procedure.
- This investigation was part of a larger study (funded by Innovate UK) to develop and evaluate a child-centred app (Xploro) to prepare children for hospital procedures.



What did the project do?

- Exploratory qualitative child-centred design.
- We used 'write and tell' sheets to underpin a semi-structured interview
- We asked children what information they thought was important for children to know about before a planned procedure.
- If a child was struggling to think of any information, they were prompted to think about what information *they* had wanted to know about before coming to the hospital



Who did we speak to?

- We spoke to 106 children (55 girls, 51 boys) aged 8-12 years old.
- We spoke to children in hospital having ultrasound scans, X-rays, blood tests, plaster casts, MRI scans with different experiences of visiting hospital.

Treatment or procedure	Total (n=106)
Radiology	26
Medical	22
Surgical	24
Blood test	20
Plaster Removal	14



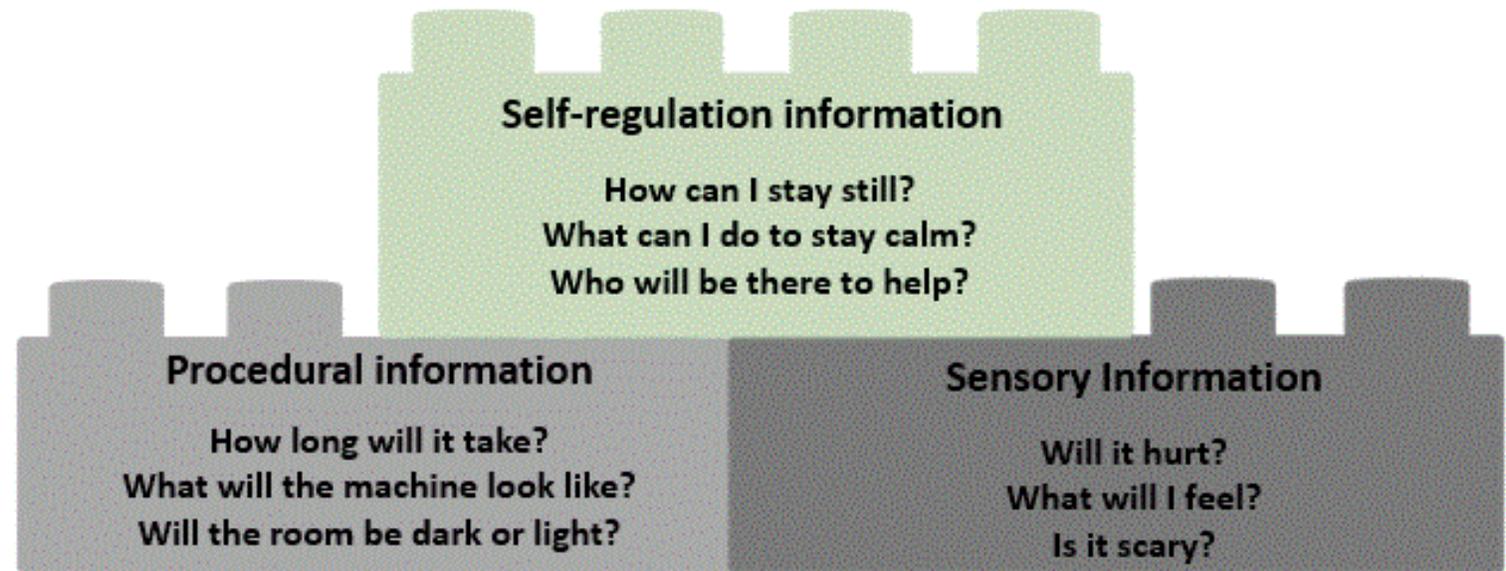
What did the children tell us?

- 616 pieces of information ('questions') were identified by the children as important to know about before attending hospital for a planned procedure.
- Many of the children commented that they had not known enough about what would happen when they came to hospital.
- The children in this study had mainly relied on their parents as the main information provider.



What did we find out?

Children value a scaffolded approach to gaining information; asking questions to piece together and build up information about a planned procedure.



Procedural information; 'what will happen?'

Does it take long?

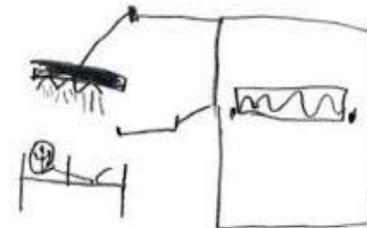
- All the children identified that it was important for children to have detailed information about a procedure .
 - *What will happen?*
 - *Will it be dark?*
 - *What does the spray do?*
 - *Who is there?*
 - *Who will you see first?*
 - *Can a needle go right through your arm?*



Sensory information; 'Will I feel scared?'

Will it be scary?

- The children identified that it was important to know sensory information about a procedure (touch, taste, smell, hear) and the emotions a child might feel.
 - *Will it hurt? * (invasive or non-invasive)*
 - *Will I be scared?*
 - *How will it feel?*
 - *Will it be cold?*
 - *How does numb feel?*



Self-
regulation
information;
'What can I do
to stay calm?'

Will my mum
be with me?

- Useful to be provided with information about how to cope during a procedure (not all children - those with a longer hospital stay or those undergoing more invasive treatments).
 - *Can mum hold my hand?*
 - *Should I just stay calm?*
 - *Do I have to see my insides on the screen?*
 - *Can I play on an I-pad?*



Key points

- Children do not always get the information they want about having a procedure.
- Information about who will be there (actors), the environment (scene) and what will happen (the plot) helps children develop a realistic 'sequential representation' or script of a procedure.
- Children identified that information needed to be detailed, specific and was less helpful if it was broad or generic.



Key points

- Children identify the importance of three types of information about a planned procedure; procedural, sensory and self-regulation information
- Children value a scaffolded approach to gaining and building up information and understanding about a planned procedure.
- Information provided to children before a procedure needs to be individually tailored to each child's self-identified information needs – adults need to follow children's lead.



Key Point

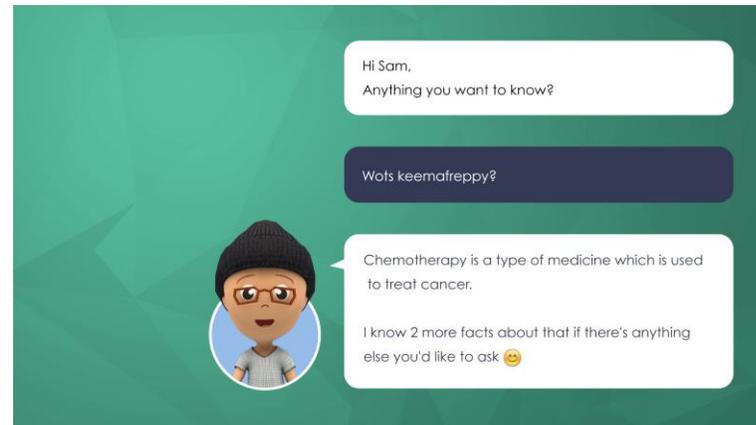
- It is important that any information resources being developed **for** children are developed **with** children.



Using the information to inform the development of a child-centred app.



Do we find out my ultrasound results straight away?	No answer	The original questions/answers sent across by LB/VA and AS had three different questions and answers relating to this, but in the Xploro spreadsheet there is only 1 question and no answer
Does a Barium meal x-ray hurt?	A barium meal x-ray doesn't hurt. The barium milkshake is chalky and can taste a bit funny though so sometimes it's flavoured.	Other answers say to ask for the milkshake to be flavoured so maybe put in here for consistency and so that the children know that they can ask.
Will I have to be held down for a CAT scan?	You won't need to be held down when you have a CAT scan but if it's of your head you might need something on your forehead to stop you wobbling it. You will need to lie very still when you're having the scan but there's nothing to worry	There is a chance that children may have to be held so this could be misleading. The original question/answer sent through by LB/VA/AS focused more on what the child can do to remain calm to prevent being held down, we





Thank you

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RESEARCH ARTICLE

WILEY

The information needs of children having clinical procedures in hospital: Will it hurt? Will I feel scared? What can I do to stay calm?

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Abstract

Background: Children often have unmet information needs when attending hospital, and this can cause them anxiety and uncertainty. If children are prepared and informed about what will happen during a procedure, they tend to have a better experience. Finding out what children want to know before they attend hospital for procedures could provide significant benefits for children, their families, and healthcare professionals. This study set out to investigate children's perspectives of what information is important and valuable to know before attending hospital for a planned procedure.

Methods: A "write and tell" activity sheet underpinned a semistructured qualitative interview with children attending hospital for a planned procedure. The interview focussed on the information children thought was important to know before a procedure. Data were analysed using content analysis techniques.

Results: One hundred six children aged between 8 and 12 years old participated in the interviews. The children identified 616 pieces of information they thought would be of value to children attending hospital for procedures. These were inductively coded into three types of information: procedural, sensory, and self-regulation. Children want to know detailed procedural and sensory information to actively construct a script of a procedure and then build on this with information about specific strategies to help them cope with and self-regulate the situation.

Conclusion: This study has identified three types of information children recognise as important in preprocedural preparation. Children construct an understanding of a planned procedure through actively scaffolding procedural, sensory, and self-regulation information.

KEYWORDS

children, information, preparation, procedures

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