While palliative care has been established as an important medical subspecialty, it remains a novel concept to many patients and families experiencing serious illness. The assessment of patient and family satisfaction with pediatric palliative care (PPC) services is crucial to ensuring that the needs of our patients and families are met. We strived to develop a survey tool with minimal participant burden in addition to a sustainable and efficient standardized operating procedure to assess patient and family satisfaction with our hospital's current PPC services.

**Methods**

- An anonymous 20-question online survey was created using core and program building questions from the Pediatric Palliative Improvement Network (PPIN)'s patient/family satisfaction survey in addition to several program-specific questions.
- Eligible potential respondents were approached in person, or via telephone and/or email communication.

**Background**

- While palliative care has been established as an important medical subspecialty, it remains a novel concept to many patients and families experiencing serious illness.
- The assessment of patient and family satisfaction with pediatric palliative care (PPC) services is crucial to ensuring that the needs of our patients and families are met.
- We strived to develop a survey tool with minimal participant burden in addition to a sustainable and efficient standardized operating procedure to assess patient and family satisfaction with our hospital's current PPC services.

**Results**

- 78 of 176 eligible participants (51%) completed the survey.
- More than half of participants agreed or strongly agreed that the PPC team improved their child's overall care (80%), quality of life (68%), and symptom management (64%), their communication with the medical team (84%), and their understanding of their child's illness (67%); the vast majority of other responses were neutral (Figure 2).
- Only 1 participant felt that PPC was introduced too early (Figure 3).
- An overwhelming majority of participants stated that they definitely or probably would recommend the PPC team to another patient and/or family and would be more likely to recommend the hospital to others because of the PPC team's involvement in their care (Figures 4 and 5).
- Additional praise and suggestions for improvement were shared as comments throughout the survey (Figure 6).

**Conclusions**

- This data demonstrates that a new, growing PPC team is positively impacting the overall experience of their patients and families.
- Ongoing assessment of patient and family satisfaction is important as PPC programs continue to grow.

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