

## **Open Wide Learning Lab (OWLL): Development & Implementation of an Intervention to Improve Patient & Parents Experience across the Pediatric Dental Sedation Journey**

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**Objectives:** Patient experience is an integral component of healthcare quality. A good patient experience is positively associated with improved patients' adherence to medical recommendations and better clinical outcomes. The purpose of this study was to develop and implement an intervention to improve the patient and families experience across the pediatric dental sedation journey.

**Experimental Methods:** We used an iterative human-centered design process to develop the intervention. We employed the Double Diamond Model informed by qualitative methods to redesign the dental sedation process at two academic dental pediatric clinics.

**Results:** We developed three interventions; (i) a comprehensive sedation pamphlet for parents/patients to provide them with instructions and information about what to expect across the sedation journey, (ii) "Beni's Visit" video for parents/patients that explains what happens during the sedation appointment, and (iii) new updated versions of the sedation records that include thorough questions and details about patients' general temperament, behaviors, and attitudes towards dental appointments. We completed a 1-month long pilot implementation at both sites. The feedback and data collected during pilot-testing showed that (i) the interventions are positively perceived by dental providers, (ii) some components of the interventions are used as intended while others are not, and (iii) some workflow challenges persist and create barriers to a successful use of the intervention. Based on the feedback received and the data collected, we made content and format changes to the interventions before starting wide-implementation.

**Conclusion:** The human-centered approach used in this study helped in developing practical solutions to improve the patient and families experience across the pediatric dental sedation journey.

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