Title of Project:

"The Healing Garden Waiting Area, Comprehensive Visitation Program for Patients and their Families during Phase I Level of Care"

Team Members:

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Background information:

No formal visitation policy existed in the Adult PACU. This was identified as a source of customer dissatisfaction for the patient's and their families. A perioperative customer service team was developed to create a visitation system for the Adult PACU that executed the ASPAN position statement.

Objectives:

- Develop a program which provides the patient's families with updates during the preoperative, intraoperative and postoperative phases of care.
- Implement a comprehensive and structured visitation system for patient's families during the Phase I level of care.

Process of implementation:

- A team with an RN and hospitality liaison was developed to coordinate communication between the patient's families and health care providers.
- Team responsibilities includes: group presentations explaining visitation, coordinating communication, escorting family members into the PACU, patient's condition updates, supporting surgeons and providing a private area for physicians to confer with families

Statement of successful practice:

- Patient and family satisfaction scores have increased to the 90th percentile in regards to visitation

Implications for advancing the practice of perianesthesia nursing:

- Practice advancements include educating staff to ASPAN position on visitation, providing emotional support and education for the patient and their families, and enhancing communication between PACU nurses, surgeons, and OR nurses.