**Background/Problem:** Patient Satisfaction with the surgical experience has become a national initiative. Nursing staff in the PACU are cognizant of the importance of patient and family satisfaction during the operative experience.

**Objective:** To improve patient and family satisfaction through improving communication with patients and families.

**Implementation:** There have been multiple initiatives put in place to help improve satisfaction. For example, electronic grease boards were installed in the patient waiting areas and brochures were created that explained how to identify their child’s progress. Also, a nurse liaison position was created, whose sole responsibility is updating families on specifics of their child’s surgery, and then SWAT nurses were hired to ease the transition for patients being admitted to the floor.

**Successful practice:** Positive responses have been reported a result of these changes, and surveys continue to be distributed to families to assess the effectiveness of current strategies and processes.

**Outcomes Achieved:** Better communication with parents and families so they are able to track their child’s progress through the operating room. Then when they are transitioned to inpatient unit, the SWAT nurses assist with this process. Therefore an improvement in patient satisfaction results will be achieved.

**Implications:** Communication and education of patients and families so they are better informed.