FAMILY VISITATION IN POST ANESTHESIA CARE UNIT
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An increased length of stay in PACU has resulted in lower patient satisfaction, increased family anxiety and frustration.

We want to develop a family centered environment promoting a positive experience and support both the Hinsdale Hospital mission and ASPAN Standards of caring for the patient and family while maintaining the safety and confidentiality of the patient.

With the support of the administration, we reviewed and discussed PACU visitation Evidence Practice Research with the staff, surveyed the PACU staff and addressed their concerns and developed guidelines for visitation. We received approval from Infection Prevention and involved the Nurse Liaison and Volunteers to assist with escorting the patients. After a month trial and positive patient and family feedback, the process was presented to Surgical, Anesthesia Services Patient Care Committee and received approval after addressing surgeon concern.

The new visitation process began September 2010. Patient satisfaction was at the 1st percentile and is now at the 77th percentile. We are maintaining high scores on Concern for Family, Information given to family, Skills of nurses and Willingness to recommend the Center. The waiting room is no longer overcrowded; after visitation, family can go anywhere and PACU contacts them for discharge. Even the patient stay longer in PACU, the perception of delay is decreased.

Family visitation in PACU has had a positive impact for patients and families in spite of longer length of stay resulting from construction of a new patient tower.