

PACU LIAISON ROLE: KEEPING FAMILIES UPDATED

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Family Centered Care in the perioperative arena requires communication and updates throughout the perioperative process to alleviate patient and family anxiety as well as increase patient and family satisfaction. At our 550-bed community hospital Phase I PACU averages 90 cases per day. Our PACU goal for visitation and or family updates within 60 minutes of patient arrival to the PACU many times was being missed. Therefore a performance improvement taskforce was formed to identify barriers to improve family visitation and or communication; as well as ideas to overcome obstacles.

The areas identified for success were time away from newly admitted patients, critical events of patients, as well interruption of nursing care at the bedside. A successful trial of assigning a role of Nurse Liaison was implemented with the objective to communicate and or provide limited visitation in the PACU for all loved ones within 45 minutes. This role was rotated among all RN's to provide buy in, as well as a benefit of a new role from daily routine PACU nursing.

As a result, positive successful outcomes included:

- 1) Improved patient and family communication, education and satisfaction.
- 2) Utilizing the Nurse Liaison as needed available help for critical issues.
- 3) Transitioning the role to PACU Liaison, including Patient Care Assistants, allowing flexibility in staffing needs.

This performance improvement project advances the practice of perianesthesia nursing for improved patient family centered care, communication and education.