

## **VISITATION WITHOUT LIMITATION: FACETIME IN THE PACU**

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**Background Information:** The surgical waiting experience can be an anxious time for family/friends of patients undergoing surgery. Although there are various methods to update and comfort those waiting, bedside visitation in the PACU is limited due to patient flow, interruption of workflow, risk of infection, and disruption of patient confidentiality and privacy. In response to the limitations of bedside visitation, the use of innovative technology such as Facetime should be considered. There are limited studies on the use of televisitiation in the PACU.

**Objectives of Project:** The purpose of this project was to provide another means of communication for family through use of technology such as use of Facetime on an iPad which allows for convenient access to the patient, thereby decreasing anxiety and increasing patient-family satisfaction.

**Process of Implementation:** Initial steps required approval from Corporate Compliance and collaboration with the Information Systems Department, Volunteers (patient-family liaisons), and PACU staff. Using LEAN methodology, a standard work for using Facetime was created. Training and implementation was done with Volunteers and PACU staff and initiated in March 2015. Initiation of Facetime included the primary RN setting up the portable iPad stand, preparing patient for use, and communicating with Volunteers in facilitating family participation in a private surgical waiting room with corresponding Facetime network connection. Surveys were distributed per family after using Facetime.

**Statement of Successful Practice:** Facetime technology allows easy access to patients in the PACU when unit circumstances prevent family to visit loved ones directly. Prior to use, 65% of families reported anxiety. Based on results, families agreed/strongly agreed in an 85% majority that their anxiety decreased and subsequently resulted in a 75% satisfaction with communication and updates received. Although these survey scores did not solely focus on Facetime, 100% of participants said they would use Facetime again.

**Implications for Advancing the Practice of Perianesthesia Nursing:** Facetime is an alternate option for family when bedside visitation cannot be offered in the PACU. Facetime can be used while in the hospital within the PACU setting and can transcend to alternate, remote off site areas if family is unable to be present in the hospital during patients' surgical experience. Future implications can include use of Facetime in telemedicine to report findings to physicians.