

ADDING A CARE COORDINATOR TO THE PERIANESTHESIA RESOURCE TEAM

Team Leader: Marie Courtney BSN RN CPAN CAPA

Brigham and Women's Hospital, Boston, Massachusetts

Team Members: Victoria Sherry BSN RN, Carol Kale BSN RN, Hazel Gould MBA BSN RN

Background Information:

- The Perianesthesia area did not have a Care Coordinator
- The Extended Recovery Unit (ERU) opened in January 2014
- Patients in the ERU and Day Surgery continue to be complex and need at home services
- Patients go home with PleurX Catheters, Baclofen pumps and Vacuum Assisted Closure (VAC) devices which need extensive teaching

Objectives of Project:

- To add a Care Coordinator to collaborate with the patient's team
- To have a resource for assessment and referral of home care services when needed
- To assist with teaching and instructions for patients and families before discharge home
- To ensure patients are being discharged safely with proper care and services at home

Process of Implementation:

- A Care Coordinator is now available in the Perianesthesia area 5 days a week 7:30A-4P
- For weekends the hospital Care Coordinator is available for paging if needed

Statement of Successful Practice:

- Patients are now being seen and evaluated by our Care Coordinator for appropriate level of care (inpatient versus observation)
- Physicians are collaborating with our Care Coordinator to ensure their orders are correct for the proper level of care and home care services
- Nurses feel confident in sending patients home safely
- Appropriate bed utilization; increasing bed availability

Implications for Advancing the Practice of Perianesthesia Nursing:

- Having a Care Coordinator in the Perianesthesia area provides another professional resource for the Perianesthesia nurses and our Physicians
- Questions that arise regarding patient care and plan for home are immediately addressed and resolved in a timely manner
- Unnecessary hospital admissions are avoided thus decreasing length of stay while increasing patient and family satisfaction
- Patients are being discharged home safely with appropriate home care and follow up care