

IMPROVING COMMUNICATION WITH FAMILY FOR POST ANESTHESIA PATIENTS

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Background Information: The Post- Anesthesia Care Unit (PACU) received patient and family complaints because of lack of updates and notification of the patient being transferred to an inpatient bed, leaving the family in the lobby waiting to see their family member or receive an update.

Objectives of Project: Create a standard to update and notify patient families of patient transfer, then patient family complaints will decrease and patient family satisfaction will increase as indicated by the patient satisfaction survey data related to the question, “information given to family.”

Process of Implementation:

- Role clarity. The person transferring the patient to the inpatient bed will be responsible to notify family of transfer.
- Collaborate with informatics to create and icon to reflect on the Epic status board indicating the patient had been in PACU for 2 hours, providing a visual reminder for the RN to update waiting families. The 60 “ flat screen previously used for OR scheduling, was repurposed to display the EPIC status board providing a large view, so all staff in PACU can notify other RN’s in the department when the patient length of stay had reached 2 hours.
- Create standard documentation. Family notification space added to the Epic documentation flow sheet for ease of documentation.
- PACU RN’s given access to add “scripted” messages to the family status board in the waiting, room previously only used by the OR staff.

Statement of Successful Practice: PACU is moving in the right direction; focusing in improving communication with families and creating a system to support the workflow. Since we started this work there have been no patient family complaints of being forgotten in the lobby.

Implications for Advancing the Practice of Perianesthesia Nursing: As outlined ASPAN Recommendation 9, the next step to provide family bedside visits in PACU which benefits the patient, family and nursing staff.