

## **IMPLEMENTING A PACU VISITATION PROGRAM AND THE IMPACTS ON A SPECIALIZED PEDIATRIC POPULATION**

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In 2008, Gillette Childrens Specialty Healthcare identified a gap in meeting the needs of our specialized pediatric population in the Phase I recovery phase. In order to remain in-line with our mission and family-centered care model, we designed and implemented a PACU family visitation program.

The main objective of this initiative was to design and implement a PACU visitation program to meet the needs of children and adults with disabilities, their families and advocates, and our care team.

Through an extensive literature search, staff input to identify potential issues and concerns, and patient and family feedback; we designed and implemented our PACU visitation program. We designed communication tools for the families, teaching materials to be used prior to their arrival to the hospital and on the day of surgery, purchased special name badges for the families, and did extensive teaching to the entire care team. In the implementation phase we surveyed both the family and the nursing staff to identify benefits and obstacles. We have continued to make improvements to our program and our latest construction project has allowed us to make further improvements by modifying our physical setting to be more conducive to family visitation in the PACU environment.

Our visitation program has been successfully implemented and adopted into our practice at Gillette Childrens Specialty Healthcare. We have received positive feedback from patients, families, providers, and PeriAnesthesia nurses. On-going improvements and commitment to this practice has allowed us to develop a unique practice to serve our very specialized population.