

**MOBILE TECHNOLOGY USE IN THE PERIANESTHESIA AREA TO INCREASE  
PATIENT AND FAMILY SATISFACTION**

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Our Post Anesthesia Care Unit (PACU) is a 28 bed unit that provides nursing care to patients emerging from anesthesia used in surgeries of all major specialties. Our volume of patients range from 60 to 80 cases daily. At times, with high hospital census, patients may wait up to ten hours for bed placement. The noise level in PACU can become overwhelming to patients emerging from anesthesia or awake needing some form of distraction to help them rest.

Literature has shown music to aid physiological and psychological responses by providing distraction, enhancing well being, and increasing relaxation. With this concept, we felt mobile IT devices, with multimedia dimension can offer the same benefit. This equipment can help patients direct their attention on the media they select (games, video, social media, music), moving their focus from their surgery or PACU delay.

Our department purchased laptops, iPads, and AM/FM radios for patients to utilize in PACU. Dissatisfaction with PACU delays and lack of distraction is known through antidotal comments. Patient satisfaction surveys completed to date show 100% satisfaction increase when using some form of IT equipment.

Our Surgical Waiting Room is a stressful place for families. PACU visitation is difficult; it can interrupt the nurse's work, violate patient privacy, and interfere with infection control. Using mobile IT equipment has been helpful to make video conferencing a reality. Patients awake enough are able to see and speak with family members. Families report 100% satisfaction after video conferencing.