

THE ROLE OF THE NURSE LIAISON IN THE PERIOPERATIVE SETTING

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Background: Traditionally visitation in the PACU has been limited or not allowed. More recently, however, patients are advocating for their own care and are demanding more involvement during the perioperative experience. In order to meet these expectations in an appropriate manner, a nurse liaison has become a vital component in providing the patient and their family this freedom.

Objectives: To develop a job description, guidelines and a standard of care for the nurse liaison in the perioperative setting. To increase patient and family satisfaction without sacrificing patient care and outcomes.

Process of Implementation: The team members identified the need and collaborated with the nursing staff, patients, and volunteer staff to develop a strategy to provide visitation in the PACU, using a nurse liaison as the coordinator. The process began by assigning a liaison to implement visitation in the PACU for families. The role was evaluated over a twelve-month period and modifications were made.

Statement of the Successful Practice: The quarterly Patient Satisfaction Scores showed improvements during the twelve month trial period. The patient, their family and the nursing staff all found the role to be very rewarding.

Implications for Advancing the Practice of Perianesthesia Nursing: Improving patient and nursing satisfaction. Advancing the role of the patient in the responsibility for their own health care.