

All Phases Family Update: Implementing a PeriAnesthesia Standard to Enhance Family-centered Care

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Abstract Background Information: The Perioperative Department has implemented family updates in pre-anesthesia and post-anesthesia. Patients' significant others are apprised of patient status through a phone call or in-person. Family-centered care (FCC) recognizes the role of the family in a patient's well-being. While well-documented in pediatrics and critical care, the perianesthesia environment, characterized by patient isolation and anxiety for families, presents a challenge to its consistent application. A lack of timely communication can lead to increased family stress, decreased satisfaction, and a breakdown of the care partnership. PACU and OPS would field phone calls about Surgery, with family unaware of what's happening with their loved one, especially concerning when the case runs longer. This was a barrier to FCC.

Objectives of Project: To implement family update in all phases of PeriAnesthesia care.

Process of Implementation: The Perioperative Clinical Practice Council (PCPC) looked into options that met the stakeholders' needs- patient, family, staff, leadership and concierge. Preop, PACU and Phase II updates via phone or in-person conversations, were emphasized. To bridge gaps, we used a secure messaging application and revived the waiting room Surgery tracker.

Message templates in the secure messaging application allowed quick notification of concierge by Surgery staff. These messages were given to family members at key milestones (e.g., "Surgery has started/ is complete"). The Surgery nurse will also update via phone call if the surgery extended beyond the estimated time. Revival of monitors with the surgery patient tracker allows for passive family updates . A previous version of the tracker was vetted and updated. Family in waiting rooms now get a real-time view of their loved one's location.

Statement of Successful Practice: Implementing updates in all phases of care led to:

- Increased patient satisfaction scores.
- Anecdotal feedback from families and concierge praising the updates as reassuring.
- Nurses feeling more confident in meeting family needs, and standardized tools streamlined communication.

Implications for Advancing the Practice of Perianesthesia Nursing: Structured communication through all phases is effective for FCC . This reduced anxiety, and fostered partnership between staff and the patient's family. This is replicable for other perianesthesia units . Being able to correlate the impact on patient outcomes or fiscally may facilitate similar projects.