

Embracing A New Family Visitation Guideline in the Perianesthesia Unit

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Background

- Brigham and Women's Hospital is a 750-bed teaching hospital with 44 operating rooms, 88 pre-operative/post-operative bays, and three Family Liaison waiting areas
- Inconsistencies were identified regarding the visitor guidelines
- New guidelines were developed to improve the visitation process
- Family-centered care is a core principle of the BWH Professional Practice Model

Purpose

- Standardization of the patient visitation process in the perianesthesia area
- Improve patient, family, and staff experience by providing a clear understanding of the visitation guidelines
- Create icon in electronic health record to improve communication between the perianesthesia area and Family Liaisons

Visitor Guidelines

- Once your family member is taken into the Operating Room, please check into your designated waiting area. To promote **privacy** and a **quiet healing environment for all patients**, we ask that visitors be mindful of the following:
- Remember to always check with waiting room staff prior to going into the PACU
 - Limit the number of PACU visitors to 1-2 people
 - Stay at your loved one's bedside
 - Limit your visit to 5-10 minutes
 - Children under the **age of 12 are only permitted if they are siblings or children of the patient**
 - Please do **not** bring food or beverages into the PACU
 - Please turn off mobile devices/no photography will be permitted in the PACU
 - Please do not visit if you have a cough, fever or other contagious illness
- The post op visit usually occurs about an hour and a half after the patient arrives in PACU**



Findings/Outcomes

- Clear and concise messaging about new guidelines resulted in a better understanding and standardization of visitation in the perianesthesia area
- Implementation of family visitation icon increased communication between perianesthesia area and family liaison staff
- Improved overall satisfaction among patients and visitors, family liaison and perianesthesia nursing staff
- Post survey study conducted with over 50% of staff reporting an improvement in the visitor process

Implications

- A collaborative approach to family visitation improved flow and enhanced patient-centered care
- Updated visitation guidelines alleviated anxiety for patients and families

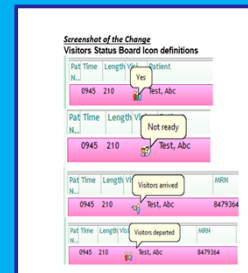
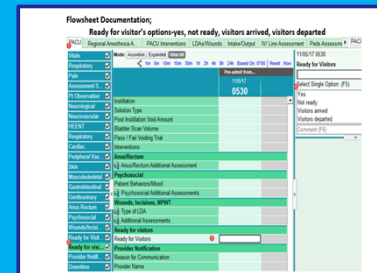
Family Liaison Waiting Area



Methods

- Perianesthesia Clinical Practice Advisory Committee (PACPAC) collaborated with Family Liaisons and patient advocates to create new visitation guidelines
- Staff survey revealed inconsistencies with current visitation practices
- PACPAC partnered with the Center for Patients and Families to create a guideline in appropriate health literacy level
- A handout was developed and distributed to patients and families in the Pre Procedure Evaluation Center with follow up on day of surgery
- Staff were provided with comprehensive education by utilizing email communication, handouts, and staff presentations
- Staff education was reinforced over a one year period in order to increase compliance
- The nursing staff collaborated with all multi-disciplinary teams to ensure success with the improved visitation guidelines
- Prominent signs displayed throughout family waiting areas

Examples of Improvement to EPIC Documentation



We would like to acknowledge the Perianesthesia Leadership team for their support.