

Collaborative Care of Patients During PACU Holds

Team Leader: Colleen M. Cummins MSN BBA RN CEN
Cleveland Clinic, Cleveland, Ohio

Team Members: Jackie Bates MSN BA RN CMSRN NE-BC, Erica Stefanik MSN RN CPAN

Background Information: High quality, safe patient care is our priority at the Cleveland Clinic. Communication between all members of the care team is vital to provide safe, high quality care. Occasionally, there is a delay in the transfer of patients from the OR to PACU. This event is referred to as a PACU Hold. Once surgery is complete and all notes and orders are entered, the surgeon is not required to remain in the OR. Usually, an in-person report from the surgeon offers a chance, not only for the surgeon to discuss individualized findings and care of the patient, but allows the PACU nurse to ask questions regarding the plan of care. PACU nurses recognized that, in the event of a PACU Hold, there is potential for vital information to be lost.

Objectives of Project: The goal was to develop and implement a hand-off tool that improved communication; ensuring safe, high-quality patient care from the OR and into the post-operative phase of care for PACU Holds.

Process of Implementation: A multi-disciplinary team consisting of Perioperative educators, PACU, OR, Anesthesia, and Surgeon leadership was formed. Input was solicited from the nurses who would be utilizing the communication tool. A hand-off communication tool was developed and trialed by one surgical service line. OR nurses were educated on the use of the tool. The first trial revealed the need for changes in verbiage and process. Regular meetings were held to review the use of the tool. Multiple changes were made to the hand-off tool over time. Once all team members were educated on the final version, it was implemented in all service lines for PACU Holds.

Statement of Successful Practice: The use of the written hand-off tool for PACU Hold patients provides clear communication of vital information regarding the plan of care for our patients at the Main Campus of the Cleveland Clinic.

Implications for Advancing the Practice of Perianesthesia Nursing: Clear communication between perioperative caregivers is imperative in the pursuit of reaching our goal to provide safe, high quality care. Collaboration between all members of this multi-disciplinary team is necessary to ensure every surgical patient at the Main Campus of the Cleveland Clinic is provided with individualized, safe, and high quality care.