

Embracing New Family Visitation Guidelines in the Perianesthesia Unit

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Background Information:

- Brigham and Women's Hospital is a 750-bed teaching hospital with 44 Main Operating Rooms, 86 pre-operative/post-operative bays, and 3 large family waiting areas
- Challenges with consistency and miscommunication regarding family visitation guidelines
- Family-centered care is a core principle of the Brigham and Women's Hospital (BWH) Professional Practice Model

Objectives of Project:

- Provide patients, family, and staff with a clear understanding of visitation guidelines
- Standardize process for patient visitation in perianesthesia area
- Create icon in electronic health record to improve communication between perianesthesia area and Family Liaison

Process of Implementation:

- Perianesthesia Clinical Practice Advisory Committee (PACPAC) collaborated with Family Liaison and patient advocates to create new visitation guidelines
- Staff surveyed to determine current visitation practices and highlight inconsistencies within the perianesthesia area
- 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
- Educated staff by utilizing email communication, handouts, and staff presentations
- Communication with Inter-professional colleagues to ensure success with new visitation guidelines
- Prominent signs displayed throughout family waiting areas

Statement of Successful Practice:

- Clear 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
- Improved overall satisfaction among patients and visitors, family liaison and perianesthesia nursing staff

Implications for Advancing the Practice of Perianesthesia Nursing:

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