

## **Enhance RN Initiated Family Update in PACU During the Covid Pandemic**

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**Introduction/Background:** ML PACU is a fast-paced unit. In order to meet both patient and family members' emotional need and decrease patient/family anxiety, prior the Covid pandemic, our PACU usually offer a brief family visitation without disrupting PACU workflow. Literature shows that the highest need from both patient and family perioperatively is the information and communication from healthcare provider.

**Identification of the problem:** During the Covid pandemic, the PACU visitation has become highly restricted. Therefore, the timely PACU family update via texting message or voice/video call has been becoming crucial to reduce patient/family's anxiety.

### **QI question/Purpose of the study:**

*Does education on strengthening communication between PACU nurses and patient's family during the Covid pandemic would impact timely PACU family update and patient/family's satisfaction?*

The purpose of this project is to enhance RN initiated family update during the Covid pandemic.

**Methods:** All data were collected monthly from April 2020 to July 2020, which matched to baseline and 3 post data sets. Each month thirty surgical cases were randomly selected from three working days and nurses were recommended to follow a special time frame - texting family within 30 mins PACU arrival and phone/video call within 60 mins PACU arrival.

A variety of focused RN education was conducted monthly.

The QI data on patient/family satisfaction was retrieved from the hospital data dashboard quarterly.

**Outcomes/Results/Discussion:** Through a variety of educational implementations, the PACU family update either via texting or voice call was significantly increased from pre-implementation month 46.7% to 66.7%, 86.7% and 86.7% post-implementation months consecutively and the update within time frame was improved from pre-month 20.0% to post-months 36.7%, 30.0% and 33.3% consecutively. The survey result on patient/family satisfaction was improved from 50% to 62.5%.

**Conclusion:** RN initiated in time family update is an important way to enhance communication with patient's family and improve patient care during the Covid pandemic.

**Implications for perianesthesia nurses and future research:** With actively update family via texting message and voice/video call, continuing staff education and multidiscipline team coordination, we could strengthen nurse and family communication, decrease patient/family postoperative anxiety, optimize PACU patient care and increase patient/family's satisfaction.