

SE13b

Provide one example, with supporting evidence, of a nurse or group of nurses delivering culturally and/or socially sensitive care in an ambulatory area.

Example b: PACU Nurses Deliver Socially Sensitive Care

Socially Sensitive Patient Need

In June 2024, Susan Pettit, Patient Scheduling Representative, notified Candice Kravetz, MSN, RN, CMSRN, NE-BC, System Manager of Clinical Administrators and the Capacity and Transfer Management Center, of a patient who requested to have a service animal at the bedside in the pre- and post-op surgical services area at WakeMed Cary. While WakeMed Health & Hospitals policy identifies the PACU as restricted area, exceptions can be made. Kravetz recommended accommodating the request to promote the patient's comfort. ([Evidence SE13b-1, Email Chain, Redacted](#)) ([Evidence SE13b-2, Pre-anesthesia Testing Note, June 2024](#))

Kravetz engaged key members of the Cary Surgical Services leadership team to discuss a plan for accommodating this patient's need. Infection prevention needed to be considered due to the open layout of the recovery space. Sheri Phifer, DNP, RN, CCRN-K, NE-BC, Director of Cary Surgical Services, and Crystal Berry, BSN, RN, CNML, Nurse Manager of Pre-Anesthesia Testing, Pre-Op, and PACU, collaborated with Anne Nolan, MSN, RN, CIC, Director of Infection Prevention, to develop a plan for the patient that would minimize shared space and exposure between the service animal and other patients in the department. Berry, Phifer, and Nolan finalized the plan to accommodate the patient's wishes by escorting the patient's significant other and service dog through a separate entrance and by using an isolation room with a door for both Pre-Op and PACU to ensure privacy. ([Evidence SE13b-1, Email Chain, Redacted](#))

Nurses Deliver Socially Sensitive Care

The patient arrived with their service animal at WakeMed Cary for surgery in July 2024. Susan Dudley, MHA, BSN, RN, HACCP, Clinical Educator/Supervisor, Pre/Post, greeted the patient, their support person, and service animal in the lobby. Dudley explained the patient would receive pre- and post-op care in the same room with the service animal at the patient's side. They discussed the accommodation plan with the patient, who agreed with it. ([Evidence SE13b-3, Progress Note, July 2024](#))

The patient and service animal were taken to the pre-operative room in preparation for surgery. The patient voiced concerns about needing the service animal nearby in recovery room upon awakening. Jeannie Collins, RN, Clinical Nurse IV, Pre/Post, offered reassurance about the patient's plan for a designated room and the request for the service animal to be at their bedside in the Post Anesthesia Care Unit (PACU). Collins's assurance that the patient's service animal would be at their bedside upon awakening from anesthesia alleviated the patient's concerns. ([Evidence SE13b-4, Progress Note Collins, July 2024](#))

The patient proceeded to surgery as scheduled, and when they arrived to PACU, their service animal and support person were already waiting for them, along with Linda

Kearns, RN, Clinical Nurse IV, Pre/Post. The patient and service animal were cared for in the PACU area by Kendall Austin, RN, Clinical Nurse II, Pre/Post, for four hours before discharging home. ([Evidence SE13b-5, Progress Note Austin, July 2024](#))