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### Update to Visitation Practices

Our five-star journey includes a commitment to evidence-based practices for both clinical care and patient experience. This commitment consists of a philosophy of care that is patient and family-centered. Patients' families are considered essential members of the care team; they play a vital role in providing information to our caregivers. Current evidence supports their role as surrogates, helping re-orienting the patient and preventing delirium.

We will adopt the evidence-based practice of Open Visiting Hours for our Adventist Health Kern County patients. We are eliminating set visiting hours and rescinding the restriction on children visiting their families in the hospital.

For safety purposes, we will continue to have our visitors check in as they enter the building. Visitors should be with their patients or in a designated waiting area. The clinical team will be responsible for managing visitors for their clinical unit; for instance, if the patient needs a bedside procedure, instruct visitors to the waiting area and provide updates from the clinical team on the patient's status and when visitors may return to the bedside. Visitor status and arrangements should be part of the team handoff so there is no variation from shift to shift. We ask that our clinical teams make local decisions reflective of patient-family-centered care.

Patients do better with their loved ones at their bedside. Thank you for your commitment to clinical excellence.