

### Scan Me to Know Before You Go:

# Using QR Codes to Improve Patient Satisfaction and Preparedness for Surgery

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## Background

- Cleveland Clinic Hillcrest Hospital:
  - 500-bed Level II Trauma Center in Northeast Ohio
- 2024: 15,826 surgeries (10,386 outpatient)
- Highest volume: Orthopedic, neurosurgical, general surgery, urology, and pediatric
- Preoperative education handout provided in pre-admission testing
  - Basic information including time to begin NPO and arrival
  - No reference to available online education material
- Patient comments revealed patients and families felt unprepared for surgery.
- QR code potential intervention to improve:
  - Access to online education materials
  - Patient outcomes and satisfaction with education (Gough, et al., 2017; Hu, et al., 2020).

## **Objective of Project**

 For surgery patients, does access to a QR code linked to online education materials, compared to current practice without the QR code, improve patient preparedness for surgery?







## **Process of Implementation**

#### November – December 2021

- Project team established with members of the unit council
- Gemba walk (go to where work is done) completed to identify patient needs
- Literature review completed and articles found supporting use of QR codes

#### January 2022

- Cleveland Clinic marketing added to team
- Creation of QR code

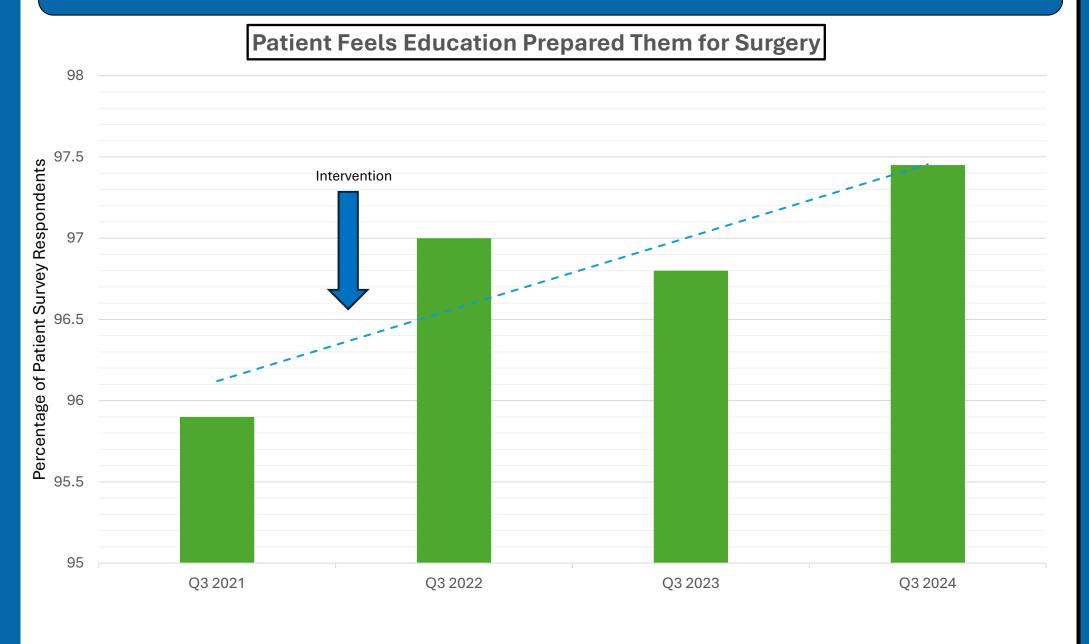
#### April 2022

- Education on use of QR Code
- Interdisciplinary rounding
- Huddles and staff meetings
- Physician and surgeon offices
- Knowledge verification by return demonstration
- Education tracking with sign-in sheets

### May – June 2022

- QR code finalized and placed on preoperative instructions and documentation
- Employed in preoperative unit, including surgical liaison desk and preop patient rooms. Forwarded to physician offices and preadmission testing.
- Printed education sheets placed in waiting room for use by individuals without phones.

## **Statements of Successful Practice**



- Patient comments:
  - I loved using the QR code, it was very informative and simple.
  - It communicated clearly about the process and what to expect!
  - It was easy to use and answered a lot of questions I had and eased my nerves.

## Conclusions

- QR code continues to be used by patients and families with positive feedback
- Findings support the potential efficacy of QR codes linked to online education materials for improving patients' preparedness for surgery (Ong, et al., 2023; Ozbas, et al., 2024).

## References

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