

Enhancing Patient Recall of Anesthesia Side Effects with “Mugshots”

Lynda Schoppe, MSN, RN, CNOR, CNEcl and Jennifer Dunton, MSN, RN, NE-BC

INTRODUCTION

- Discharge phase can be very complex for patients as they journey through the perioperative experience
- Patients may have been given anesthetic medications causing some level of amnesia and may be in some discomfort
- After surgery patients and their families have many distractions
- Family members are focused on their concern for the patient
- Studies indicate enhanced communication techniques can improve the patients' comprehension and recall of discharge instructions while increasing patient satisfaction
- It is common for hospitals to track patient satisfaction with the discharge process
- Patients' ratings related to discharge instructions can be positively correlated to their overall satisfaction with the hospital
- Studies indicate that improved satisfaction is related to optimizing discharge instructions to educate patients on specific postoperative care related issues

CLINICAL PROBLEM/SIGNIFICANCE

- Outpatient satisfaction scores related to information regarding anesthesia side effects were low
- Indicating existing written and verbal communication of discharge information was not adequately retained
- Patient and family recall and comprehension of discharge instructions can be hampered by effects of anxiety and medication

EBP QUESTION/PURPOSE

- Purpose of project: To improve education recall related to anesthesia side effects for patients in the Outpatient Discharge area
- PICO: In outpatient surgery patients, can illustrations added to education of anesthesia side effects using “Mugshots” improve recall and increase patient satisfaction, compared to verbal instructions only



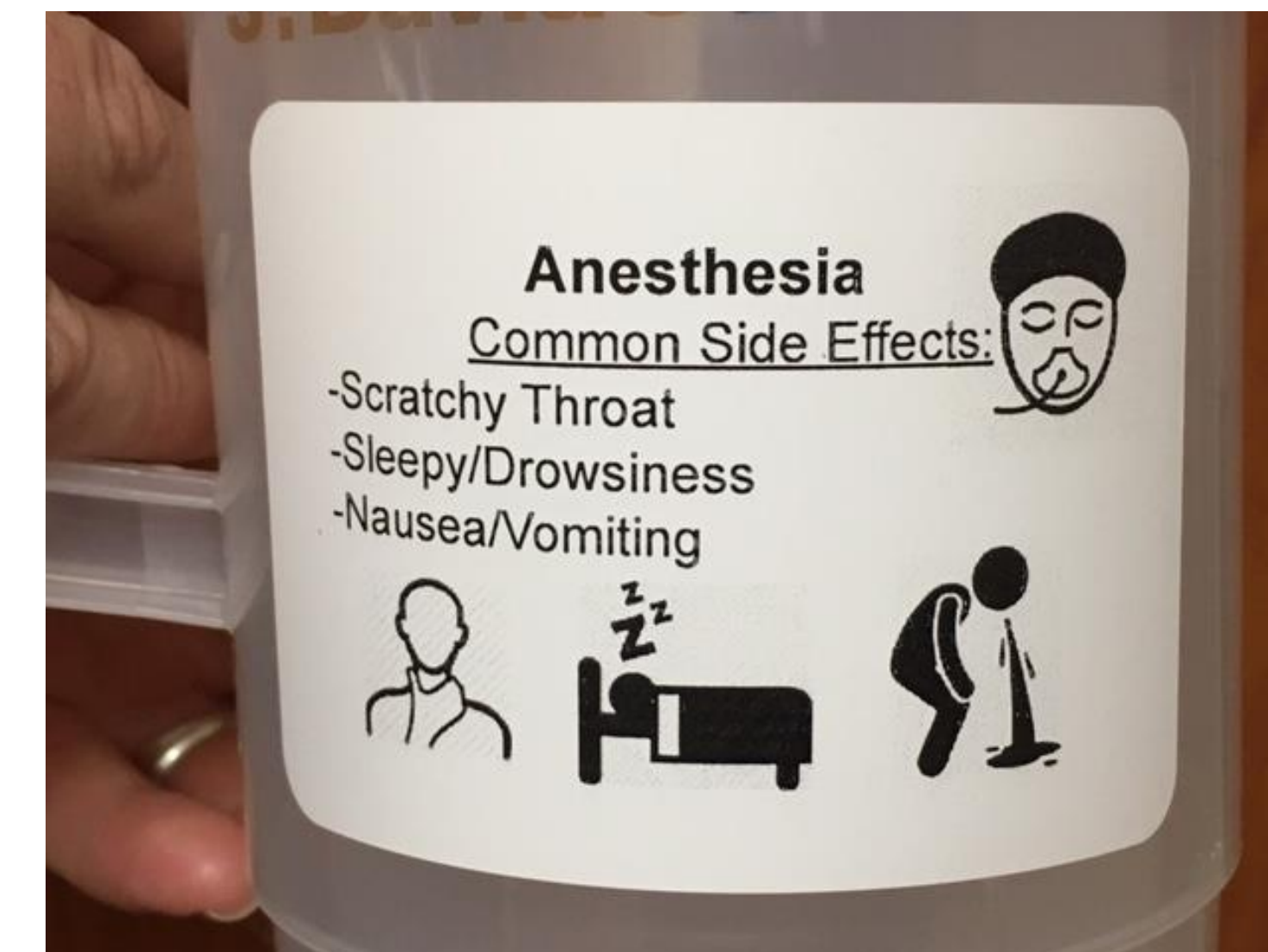
METHODS AND EVIDENCE

- Review of literature and team brainstorm to develop new ways to present patient education
- Use a variety of techniques to address a diverse learner population so that education is effective
- Make it meaningful and easily comprehended
- Strategies that increase the patients' ability to comprehend discharge information and instructions may include the use of pictures and illustrations that depict healthcare information
- Studies indicate that text paired with images has an additive effect and results in better recall rates than text alone
- A previous study was completed at St. David's South Austin Medical Center in 2015, nurses implemented information labels for patient drinking mugs “mugshots” to create a reminder of the education related to medication side effects. Mugshots were combined with teach-back discussions

Q1 2019 – **96.2%**



Q1 2018 – **82.8%**



- To improve patient care and satisfaction scores our team decided to take the “Mugshots” to a higher level
- Using the drinking mugs provided for patients and affixing labels that contain both text and pictures/illustrations specific to that text was shown to increase patient recall when queried during rounding

OUTCOMES

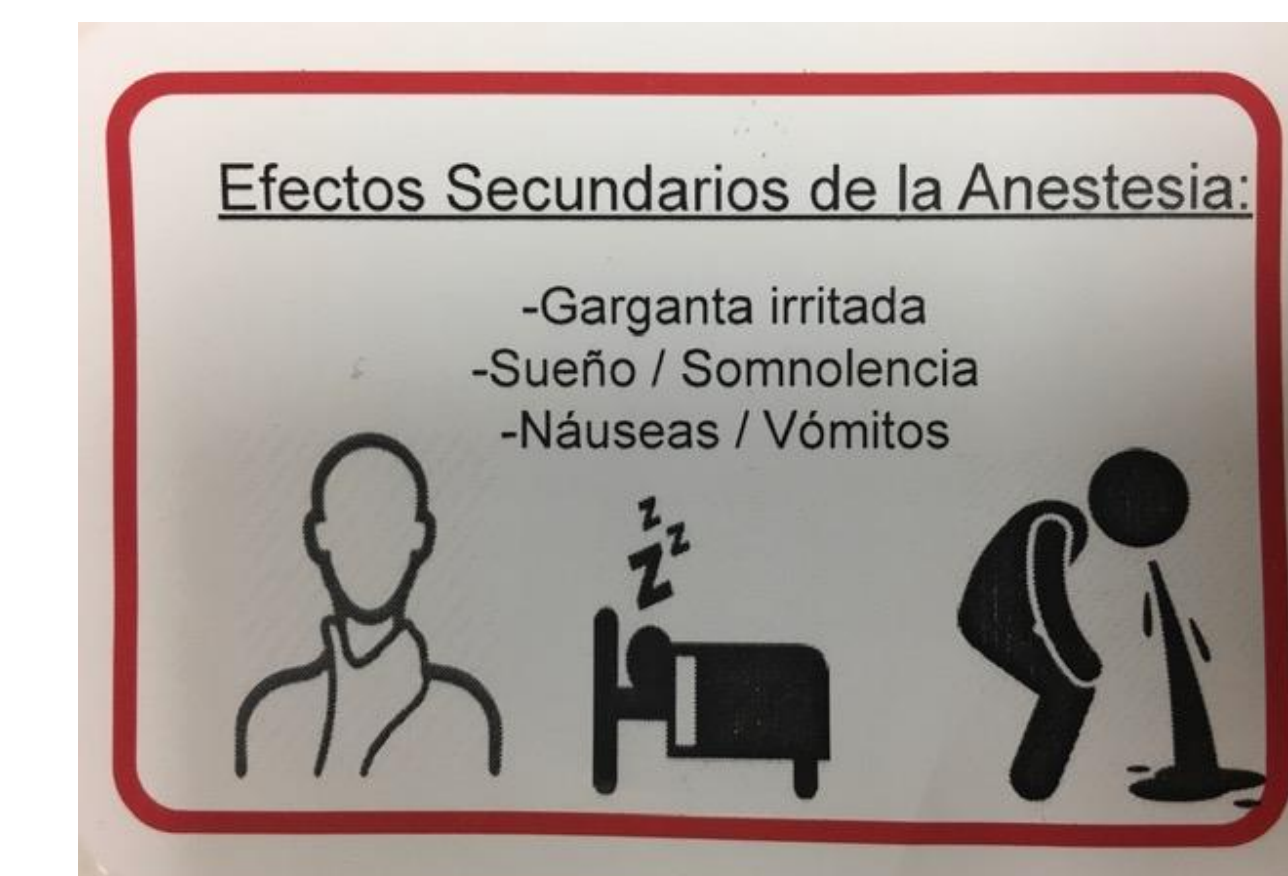
- In addition to leader rounding results, studies indicate that the evaluation of patient experience is a reliable quality improvement tool
- Using evidence based strategies patient education and recall were improved
- At “Go-Live” for this project in third quarter 2018 the scores for patient satisfaction for the question related to “Anesthesia side effects easy to understand” was noted at 82.8%
- The scores are calculated quarterly and improved for three consecutive quarters with the highest rating at 96.2% in first quarter 2019

CONCLUSIONS

- Barriers to recall are inherent in the perioperative environment
- Using proven educational concepts and adding communication enhancements improves patients' ability to comprehend and discuss discharge information important to postoperative care
- Drawings and symbols that represent a concept can enhance the cognitive process and help learners focus on specific details
- Using “Mugshots” can improve patient experience and satisfaction
- Ongoing feedback from patients will be collected and analyzed to evaluate and continue to develop the effectiveness of this patient education tool

NURSING IMPLICATIONS

- The discharge phase may be considered one of the most complex for a patient in their perioperative experience
- Increased communication from nurses and all care providers has a positive impact on the perception of care
- A variety of strategies can be used to assist patients and their families in understanding discharge instructions and postoperative care
- Enhancing the verbal teach-back education and discharge instructions with text and pictures on a take home mug positively impacts the patient outcomes, experience and satisfaction scores



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