Enhancing Patient Recall of Anesthesia Side Effects with “Mugshots”

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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 back-back discussions

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

REFERENCES