

Enhancing Patient Recall of Anesthesia Side Effects with “Mugshots”

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Background Information: The discharge phase is complex for patients in the perioperative experience. Surgical patients/families have many distractions, including anesthetic medications and family members concern for patient. Hospitals track patient satisfaction with discharge process. Studies indicate enhanced methods for communication on specific postoperative care issues improves patient comprehension and recall while increasing patient satisfaction.

Identification of Problem: Effects of anxiety and medication can hamper patient and family comprehension and recall of discharge instructions.

EBP Question/Purpose: PICO question. Databases utilized. In surgical patients, how can enhanced education of anesthesia side effects using “Mugshots,” compared to verbal instruction only, improve recall and increase patient satisfaction? CINHAL/UpToDate

Methods/Evidence: The team brainstormed ways to educate patient that were meaningful and easily comprehended by a diverse population. In a study at SAMC in 2015, information labels called “mugshots” for patient drinking mugs were used to remind patients of education related to medication side effects. Adding to verbal instruction and teach back methods, the team took mugshots to a higher level. Evidence suggests the use of illustrations along with text and verbal communication to be useful regardless of education level and health literacy. Additional studies indicate that text paired with images has an additive effect and results in better recall than text alone.

Significance of Findings/Outcomes: Using evidence-based strategies patient education and recall were improved. At Go-Live third quarter 2018, scores for patient satisfaction for question about “Anesthesia side effects easy to understand” was 82.8%. Scores continue to improve with highest rating at 96.2% first quarter 2019.

Implications for Advancing the Practice of Perianesthesia Nursing: Barriers to recall are inherent in the perioperative environment. Proven educational concepts and communication enhancements improved patients’ comprehension of discharge information important to postoperative care. During the complex discharge phase, increased communication from all care providers has a positive impact on perception of care. Enhancing the verbal discharge instructions with text and pictures on a take home mug positively influenced patient experience, satisfaction scores and outcomes.