

## Patient Information Triage Video And Its Effect On Emergency Department Patient Satisfaction.

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# Patient Information Triage Video And Its Effect On Emergency Department Patient Satisfaction

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## BACKGROUND

- Press Ganey (PG) is the United States' leading patient satisfaction tool.
- Research indicates long wait times are the leading cause of negative patient satisfaction.
- Patient satisfaction related to wait times are measured by PG in the arrival and informed about delay categories.
- Patient dissatisfaction with wait times can lead to low PG scores in these categories.
- LVHN emergency department (ED) and children's emergency (ChER) PG arrival and informed about delays scores have decreased.
- Arrival and informed about delays PG scores may improve if patients have a better understanding of the ED/ChER process as viewed through an informational video.

## PURPOSE & PICO

**Project Purpose:** The purpose of this project was to determine if providing patients with an informational video about the ED/ChER process would help improve arrival and informed about delays PG Scores.

**PICO Question:** In an emergency department patient, does the viewing of an informational video improve PG arrival and informed about delays scores?

- P- Emergency Department Patient
- I- Informational Video Available
- C- No Informational Video Available
- O- Arrival And Informed About Delays Scores

## PROCESS & IMPLEMENTATION

Determined areas in which to improve PG scores and narrowed down the focus to arrival and informed about delay scores.

Developed an informational video depicting the ED/ChER process, patient's experience and potential reasons for delays.

Made ED/ChER patient aware of informational video by hanging poster in the waiting rooms and giving patient a brochure; both of which has a QR code linking to the video.

Tracked number of times the video is accessed by the patients.

Tracked arrival and informed about delays PG scores post video implementation and determine correlation.

## OUTCOMES & RESULTS

### Pre Video Implementation PG Scores

Network Site	Press Ganey Arrival Data FY 17	Press Ganey informed About Delays FY 17
Cedar Crest Main	81.1 %	70.9 %
ChER		77%
ED 17 <sup>th</sup> st	75.2%	77.5%

### Post Video Implementation PG Scores

Network Site	Press Ganey Arrival Data FY 17	Press Ganey informed About Delays FY 17
Cedar Crest Main		
ChER		
ED 17 <sup>th</sup> st		

## EVIDENCE

- Boudreaux, E., & O'Hea E. (2004). Showed patient satisfaction can be improved by video taped messages providing patient information delivery.
- Byczkowski et al. (2013). Showed parental satisfaction in a pediatric emergency department was impacted by "consistent and detailed explanations" by physicians and nurses.
- Marini et al. (2014). Found patients who watched an educational video had a higher rate of satisfaction than those who did not with regards to venous thrombosis.
- McCarthy et al. (2013) Utilized a Communication Assessment Tool for Teams to show the positive impact of communication on patient perspective.
- Papa et al. (2008). Satisfaction scores were shown to be significantly increased after the implementation of a customized instructional waiting room video.
- Seibert, T., Veazey, K., Leccese, P., Druck, J. (2014). Study showed that patients want educational materials regarding the ED process and function.

## NEXT STEPS

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