

Nov 14th, 10:55 AM - 11:10 AM

Movie and a Smoothie - Implementing an EvidenceBased Practice Approach to Improve Discharge Instruction Knowledge in the Gynecological Surgical Patient Population

Christine Bloom MSN, RN

Lorie Jreige BN, RN

Follow this and additional works at: <http://www.inovaideas.org/nursingresearchsymposium>



Part of the [Nursing Commons](#)

Recommended Citation

Bloom, Christine MSN, RN and Jreige, Lorie BN, RN, "Movie and a Smoothie - Implementing an EvidenceBased Practice Approach to Improve Discharge Instruction Knowledge in the Gynecological Surgical Patient Population" (2016). *Inova Nursing Research Symposia*. 9.

<http://www.inovaideas.org/nursingresearchsymposium/twentysixteen/agenda/9>

This Event is brought to you for free and open access by the Nursing at IDEAS: Inova Digital e-ArchiveS. It has been accepted for inclusion in Inova Nursing Research Symposia by an authorized administrator of IDEAS: Inova Digital e-ArchiveS. For more information, please contact Fairfax.Library@inova.org.

Problem Statement & PICO Question

Many challenges are faced in effective communication with patients concerning discharge education due to an extensive variety of patients from multicultural backgrounds with multiple languages spoken and a wide range of socioeconomic and educational levels. Tailoring and enhancing discharge education materials can help improve patient understanding and experience. Historically for the GYN Unit, the Discharge Information and Care Transition domains in HCAHPS had been as low as 21st and 56th percentile, identifying an opportunity for improvement.

In the gynecological surgical patient population, will evidence-based handouts and a video instruction tool, compared to the after-visit summary handout alone, improve discharge instruction knowledge as measured by increased scores in the HCAHPS discharge information and care transition domain?

Project Goals

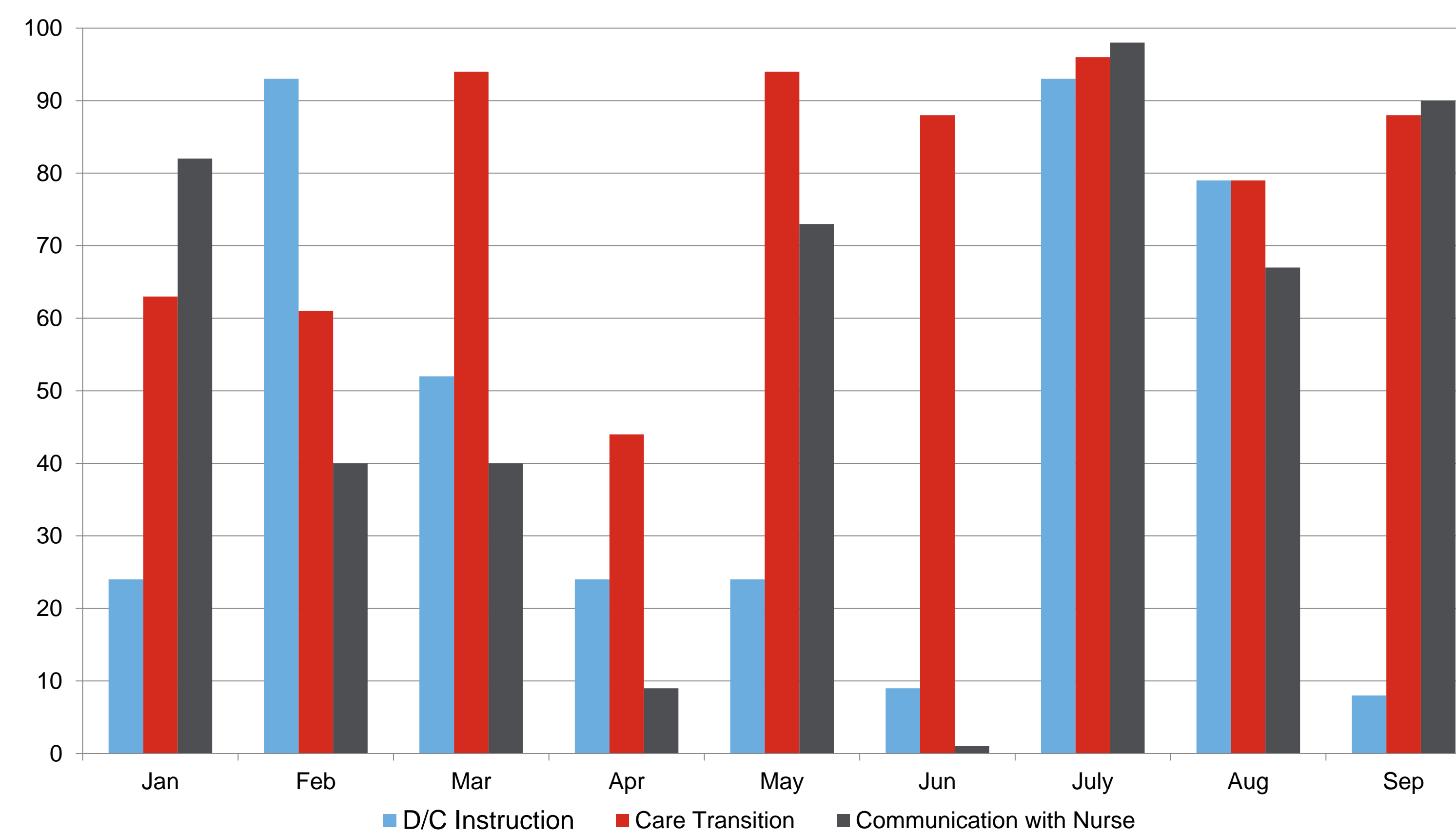
1. Implement an evidence-based practice (EBP) approach to patient discharge education, focusing on enhanced written and visual material, with the goal of improving patient understanding of discharge instruction for their specific health condition and surgical procedure(s).
2. Achieve and sustain improved HCAHPS scores above the 60th percentile in the Discharge Information and Care Transition domains.

Project Plan & Evaluation Methods

1. The EBP team sought the input of a patient advisor for the project.
2. A new and improved discharge instruction process was created and implemented successfully in July, 2016 resulting in a process change on how the patient receives discharge instruction.
3. Enhanced materials (a discharge instruction video and handouts in English and Spanish) were developed for the project and included in the discharge process.
4. The video was presented on the TIGR Patient Education Network in both English and Spanish. Patients were offered a smoothie during video viewing time if no dietary restrictions were present.
5. The outcomes of the EBP project were monitored and assessed by performing daily nursing rounds during and after the implementation phase.
6. Outcomes were evaluated using the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) metric system.

Results

2016 GYN HCAHPS DATA



1. Improvement in HCAHPS for Discharge Information (D/C) and Care Transition domains was noted in July and August post-implementation of EBP Project.
2. Additionally an increase was noted in Communication with Nurses domain: Q1 -53 percentile, Q2-29 percentile and post-implementation EBP project Q3-75 percentile.
3. September results indicated an increase in Care Transition scores. The D/C domain decrease may be reflective of change in patient population not part of the GYN demographic.



Left: Examples of the enhanced discharge instruction handouts, in English and Spanish. The EBP team developed these for the project and included them in the discharge process. These handouts were provided in addition to a discharge instruction video shown to patients before leaving the hospital.



Conclusions & Implications for Practice

1. After EBP project implementation, the unit achieved benchmark goal for "Care Transition" and "Communication with Nurse" domains in HCAHPS.
2. Other physicians have requested similar videos and enhanced materials be created for additional patient populations.
3. The institution of a consistent, EBP-standardized education program for unit nurses helped ensure the same content was delivered to each patient.

References

- Block, S. A., & Bloch, A. J. (2013). Using video discharge instructions as an adjunct to standard written instructions improved caregivers' understanding of their child's emergency department visit, plan and follow-up. *Pediatric Emergency Care, 29(6), 699-704.*
- Fleischman, E. (2015). Improving women's readiness for discharge postpartum. *Journal of Obstetric, Gynecology, and Neonatal Nursing, June 2015 Supplement; 44, S2-S2.*
- Press Ganey. (2016). *HCAHPS regulatory survey.* Retrieved from <http://www.pressganey.com/solutions/service-a-to-z/hcahps-regulatory-survey>
- Saidinejad, M., & Zorc, J. (2014). Mobile and web-based education, delivering emergency department discharge and aftercare instructions. *Pediatric Emergency Care, 30(3), 211-216.*

Acknowledgements:

A special thanks to Inova Senior Leadership, Inova Media Service Department, Inova Medical Library, Inova Translations Services and George Mason University.

This project was funded by the 2016 Inova Evidence-Based Practice Nursing Fellows Program.

Study Contact:

Christine Bloom, MSN, BA, RN
Patient Care Navigator
Inova Women's Specialty Unit
christine.bloom@inova.org