

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

Kayla Bet BSN, RN

*Lehigh Valley Health Network, Kayla.Bet@lvhn.org*

Jessica Goodrich BSN, RN

*Lehigh Valley Health Network, Jessica\_M.Goodrich@lvhn.org*

Liz Landis BSN, RN

*Lehigh Valley Health Network*

Kathryn Morris BSN, RN

*Lehigh Valley Health Network, Kathryn.Morris@lvhn.org*

Glenn Thompson M.Ed., BSN, RN

*Lehigh Valley Health Network, Glenn.Thompson@lvhn.org*

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

Kayla Bet, BSN, RN, Jessica Goodrich BSN, RN, Liz Landis, BSN, RN, Kathryn Morris BSN, RN, Glenn Thompson M.Ed., BSN, RN

Lehigh Valley Health Network, Allentown, Pennsylvania

## 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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