

MaineHealth

MaineHealth Knowledge Connection

Operational Excellence

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Improving Patient Experience and Education by Leveraging Technology

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Project: Improving patient experience by leveraging the use of technology

Executive Sponsors: Wendy Osgood & Mark Parker
Facilitator: Cathy Palleschi



Team Members: Cecilia Inman RN, Alicia Russel RN, Eileen Shanahan, R.N. Cathy Palleschi RN, & Erin Pappal, RN Clinical Informatics Specialist

Problem/Impact Statement:

It estimated 65% of the population are thought to be visual learners. With the challenge of shorter lengths of stay, low health literacy, self-paced self-directed learning, and a desire to improve the retention of education taught to patients, the R-9 nurses along with MMC's IT specialists, developed iPad cardiac educational materials including the use of Healthwise videos in hopes of improving patient engagement and positively impacting patient's perceptions that 'nurses explained things in a way patients could understand'.
 Julie Wischer;Marilyn Oermann;Inga Zadvinskis;Kimberly Kinney; Quality Management in Health Care. 27(4):204-208,

Scope:

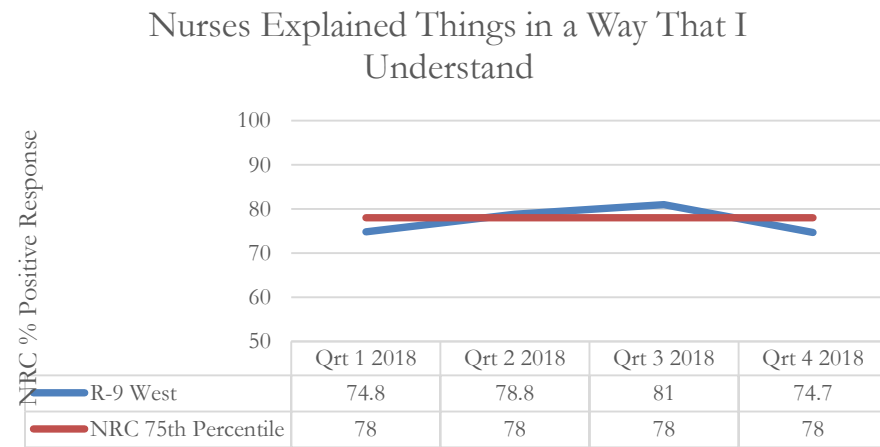
In scope: Cardiovascular patients admitted to our unit who were willing to use iPads to engage and partner in their care.
 Out of scope: Cardiovascular patient's admitted to our unit who were unable to use or declined the use of iPads

Goal/Objective:

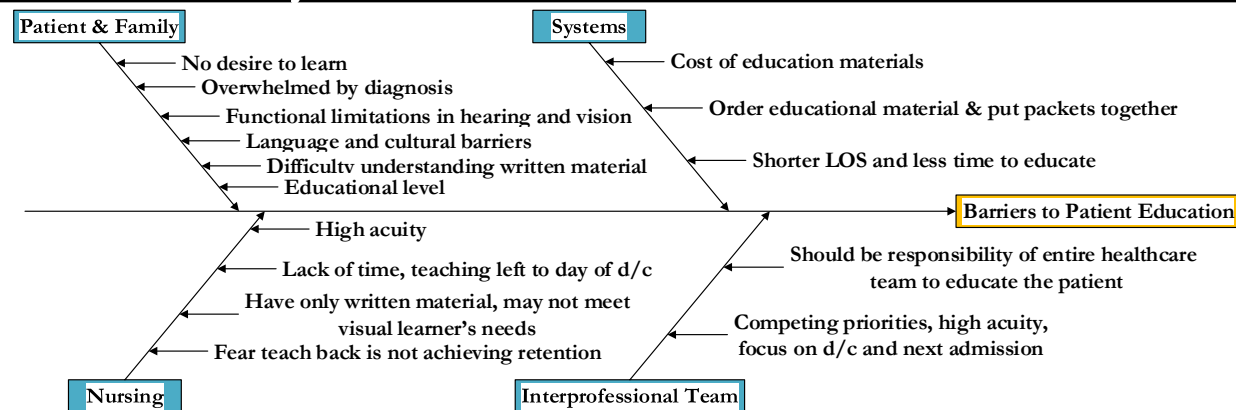
1. Identify admitted cardiac patients willing to use the iPad to learn about their disease and connect through the portal to review their vital signs, medications, lab results and weight.
2. Provide iPads to self selected patients and review functionality. Provide ongoing coaching support as needed

Baseline Metrics/Current State:

Review of current state:
 In spite of numerous efforts scores remained below the 75 percentile for over three quarters.



Root Cause Analysis:

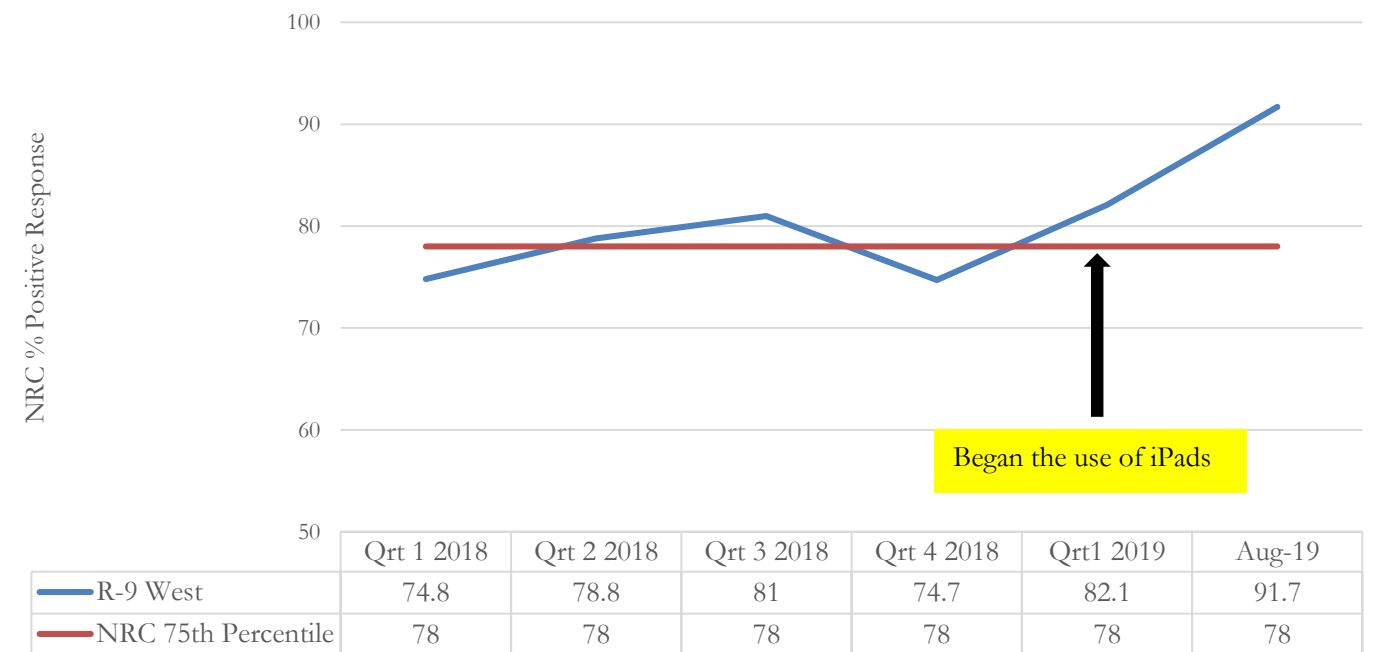


Countermeasures

Action	Owner	Due Date	Status
Secure funding for 24 iPads, multiple charging units, safety covers and establish an infrastructure to support maintenance	Cathy Palleschi	October 2018	Complete
Partner with Infection Prevention to establish guidelines for the safe use of iPads	Cathy Palleschi and Eileen Shanahan	October 2018	Complete
Educate and prepare nursing staff to offer iPads to patients	R9W Quality Team	October 2018	Complete
Start daily KPI to track progress on goal and the reasons why the goal was missed on a particular day	R9W Quality Team	November 2018	Complete

Outcomes

Nurses Explained Things in a Way That I Understand



Next Steps

Not all patients feel comfortable using an iPad for learning. Those that did use the iPad, perceived an improved as evidenced by a positive rise in the NRC score that nurses explained things in a manner they could understand. Nurses and C.N.A. were educated on how to help patients navigate the iPads. Patients were introduced to the iPad as part of the admission process. The team is now adding other cardiovascular educational material and have been a resource to other nursing units who are hoping to implement the use of iPad technology for patient education.

Plan

Do

Study

Act