

MaineHealth

MaineHealth Knowledge Connection

Operational Excellence

Fall 9-6-2019

DEvelopment of Mechanical Ventilator Educational Brochure for Patients/Families

Cathy Palleschi

Wendy Osgood

Mark Parker

Follow this and additional works at: <https://knowledgeconnection.mainehealth.org/opex>



Part of the [Critical Care Commons](#), [Critical Care Nursing Commons](#), [Instructional Media Design Commons](#), [Interprofessional Education Commons](#), and the [Language and Literacy Education Commons](#)

Development of Mechanical Ventilator Educational Brochure for Patients/Families as part of a Clinical Transformation Project

Executive Sponsor: Wendy Osgood, Mark Parker MD

Facilitator: Cathy Palleschi

Team Members: Amy Stafford, R.N. Clinical Nurse Specialist, David B. Seder, M.D., Chief of Critical Care Department, Jennifer Low, R.N. Unit Base Educator, Jeffrey Gregory, Manager of Patient Care Experience, Helena R. Ackerson, Director of Patient Care Experience, Jennifer Moynihan, Patient and Guest Relations, Joan F. Carr Myers, Spiritual Care, Karen L. Barlow, Marketing, Ellie Foster, Maine Health Literacy, Vijayakrishnan Poondi Srinivasan, Project Manager for Mechanical Ventilator Transformation project, Sally Whitten, Director of Respiratory Care, and Cathy Palleschi, R.N. Director of CICU.

Problem/Impact Statement:

Critically ill intensive care patients often have no memory of the actual events while on a mechanical ventilator. In addition families are often overwhelmed unable to understand or recall any verbal information that has been provided by the healthcare team. As part of a clinical transformation project, our goal was to develop written education material on the mechanical ventilator in hopes to lessen the family's anxiety, enhance their comprehension, help the family communicate with their loved one, and participate in the patient's care.

Scope:

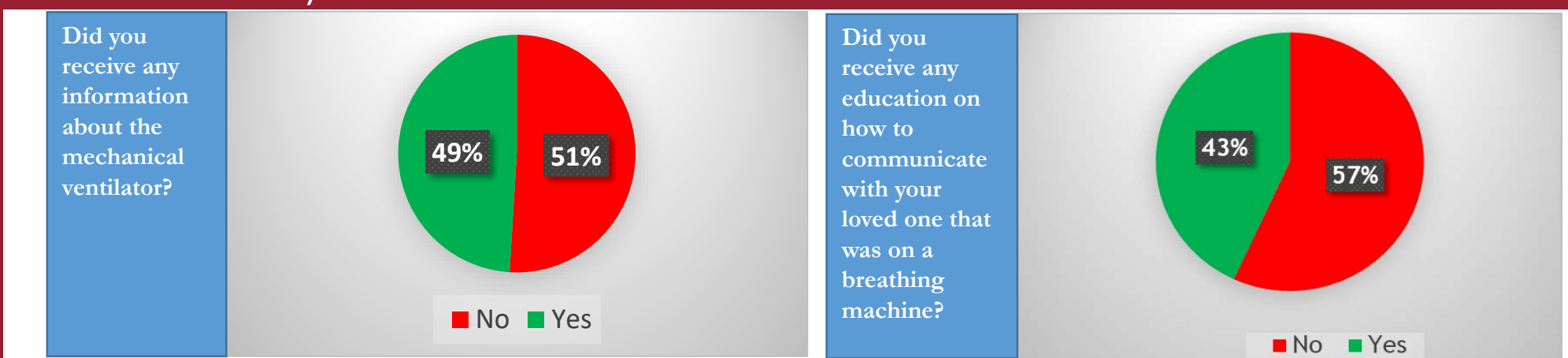
In Scope: Families whose loved ones are on a mechanical ventilator
Out of Scope: All other ICU patients/families

Goal/Objective:

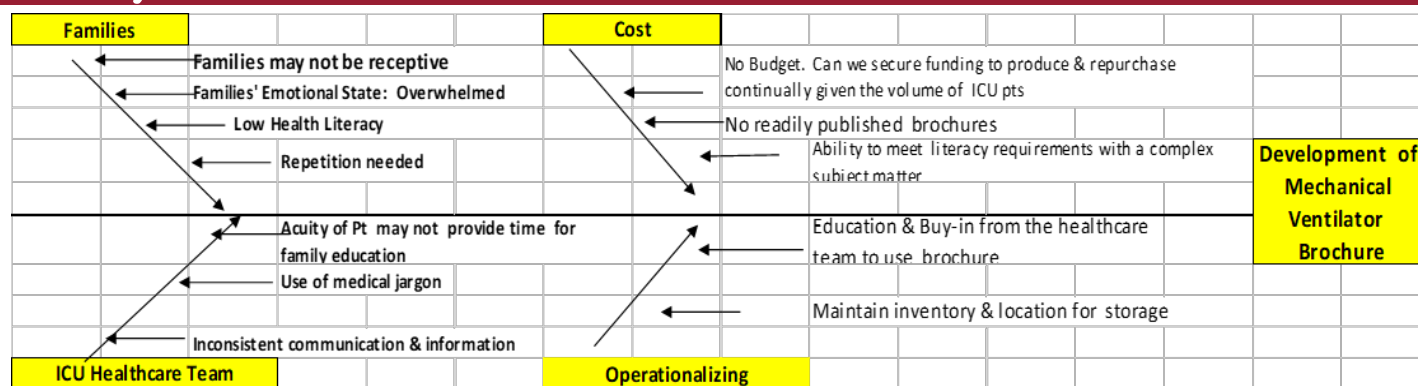
Developed a survey tool, conducted a survey of fifty ICU families whose loved one was on a mechanical ventilator, and developed a mechanical ventilation educational brochure which met a readability for low health literacy.

Baseline Metrics/Current State:

Plan



Root Cause Analysis:



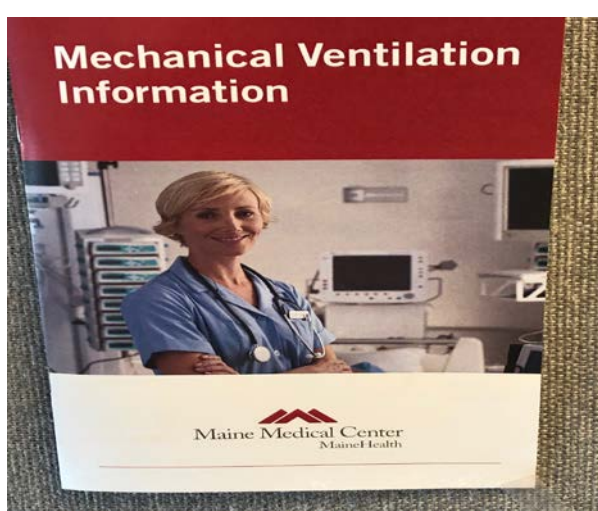
Countermeasures

Do

Action	Owner	Status
Form a multidisciplinary team of RNs, IT Specialists, project chair, Respiratory Therapists, Physicians and Marketing who desire to work on this project	Cathy Palleschi	Completed
Conduct literature search to identify educational content needs for the brochure	All team members	Completed
Draft mechanical education brochure	All team members	Completed
Conduct literature search to identify survey questions to assess current state of education needs on mechanical ventilation	All team members	Completed
Secure iPad to conduct survey	Helena Ackerson	Completed
Secure RN to conduct survey in Special Care Unit and Cardiac ICU	Cathy Palleschi	Completed
Complete 50 family surveys	Jen Low	Completed
Revised brochure after testing for literacy	Ellie Foster, Karen Barlow and Cathy Palleschi	Completed
Send brochure to marketing, print shop and distribute to ICUs	Ellie Foster, Karen Barlow and Cathy Palleschi	Completed
Complete 50 family surveys using the new brochure	Ellie Foster, Karen Barlow and Cathy Palleschi	Completed

Outcomes

Study



Patient/Family Feedback:

- Provide written information or pamphlets
- Developing education for adults to be able to explain to children about the process
- More communication from the care team
- Everyone has been kind
- Loves the hospital and all the workers
- Missed rounds and would like to get information from the team
- Would like something to write things down. Update was provided but they forgot most of it
- Staff has been helpful and kind
- All has been good
- Great care and nurses
- Thank you for the great care
- Nurses have been great
- Would have liked a phone call with family to communicate that they were being extubated

Next Steps

Act

The survey demonstrated over 80% of the families desired to receive educational material on the mechanical ventilator, how to communicate with their loved one, and the desire to participate in their physical care. With this established, our next steps to re-survey families to establish if the brochure strengthens the patient and family care experience and to revise the brochure as necessary.