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Improving the Efficiency and Effectiveness for Patient Education Post Cardiac Event

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Introduction

Physiotherapist provides 1-1 education to patients post cardiac event (e.g heart attack or heart failure). The education provides patient the information on restrictions in daily activities as well as types of exercises and physical activities that are suitable after a cardiac event. It also offers a demonstration of the exercises for patient to follow up upon discharge.

Problems Identified:

- Lack of visual aids
- Patient unable to retain information
- 1-1 education is not time efficient



Target

Improve Effectiveness of Post Cardiac Event Education for Patient

Methodology

The team explored having patient education materials made into a video which can be easily understood by the patient.

Physiotherapist were then able to use the allocated time meant for video education, to attend to other patients requiring intensive 1-1 rehabilitation.

Therapist will screen for patients who are on Acute Coronary Syndrome or Heart Failure Clinical Co-ordinated Pathway in the inpatient wards

N	Ward	Room	Name	Priority	CCP	Language	Status	Reason not done
(4)	47B	21/2	Mr ABC	Home	ACS	English	Discharge	Previously educated by Physiotherapist
(5)	47B	22/3	Ms M, XYZ	Home	ACS	English	Discharge	Previously educated by Physiotherapist
(6)	47B	23/5	Ms M, QRS	Home	ACS	English	Discharge	Previously educated by Physiotherapist
(7)	47B	24/6	Mr LMN	Home	ACS	English	Discharge	Previously educated by Physiotherapist

Selected patients who meet the criteria for video education will be listed. These patients are on the Clinical Co-ordinated Pathway forms the bulk of patient education done by the Physiotherapist.

The therapy assistant will play the video on a laptop for the selected patients



A survey form to collect feedback was given to the patient when the video education ends

Results

Manpower Savings

An Average of **8 patients** selected for video education per day

1 video education takes **12mins**

Manpower savings of 8 patients x 12mins = **96mins per day**

416 Man Hours Saved/ Annum

More Efficient Patient Education

- 53 patients surveyed

96.1%

Patients reported confidence in managing themselves at home in physical activities & exercise

84.3%

Patients are able to retain the information provided by the video

Question	Score
1. After watching the video, I know how much activity / exercise I can do safely. If you scored a 1 or 2, please indicate a reason: a. Don't understand b. Not confident	4
2. The education handout given to me helps me remember what I watched in the video. If you scored a 1 or 2, please indicate a reason: a. I don't understand the text b. The text is difficult from the video	5
3. The information provided on the video allows me to manage myself confidently at home after I am discharged from the hospital. If you scored a 1 or 2, please indicate a reason: a. Don't understand b. Not confident	5
4. You should not have the following symptom when exercising: a. Cold sweat b. Chest discomfort c. Dizziness d. All of the above	d
5. Which of the following exercise can you do safely after you discharge? a. Walking b. Jogging c. Swimming	a
6. I should be exercising in this sequence: a. Exercise, warm up, cool down b. Warm up, exercise, cool down c. Cool down, exercise, warm up	b

Intangible Benefits

- ♥ Staff able to use the man hours saved to see other patients.
- ♥ Especially useful when there is decrease in manpower for the day thereby increasing staff satisfaction.
- ♥ Patients are able to watch it with their family.
- ♥ Video education provides added visual aid on top of the handout which is given to reinforce the education.



Conclusion

Video education is an effective alternative to 1-1 therapist-patient education post cardiac event. The video provide patients with more visualization of the education materials allowing for better understanding of the topics. It can potentially be used in other areas (e.g. post cardiac surgery) involving patient education as well. A Mandarin version of the education is in progress.