

Emergency Department Information Sheets: A prescription for success?

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Methods

Human factors approach
Inclusion and Exclusion Criteria
 - convenience sample of 10 Emergency Department patients and/or family members >18 years old.

5 Topics from "Choosing Wisely Alberta"

1. Imaging for Lower Back Pain
2. CT scans for Blood Clot in Lung
3. Imaging for Headache
4. Imaging for Head Injuries
5. Antibiotics for Sinusitis

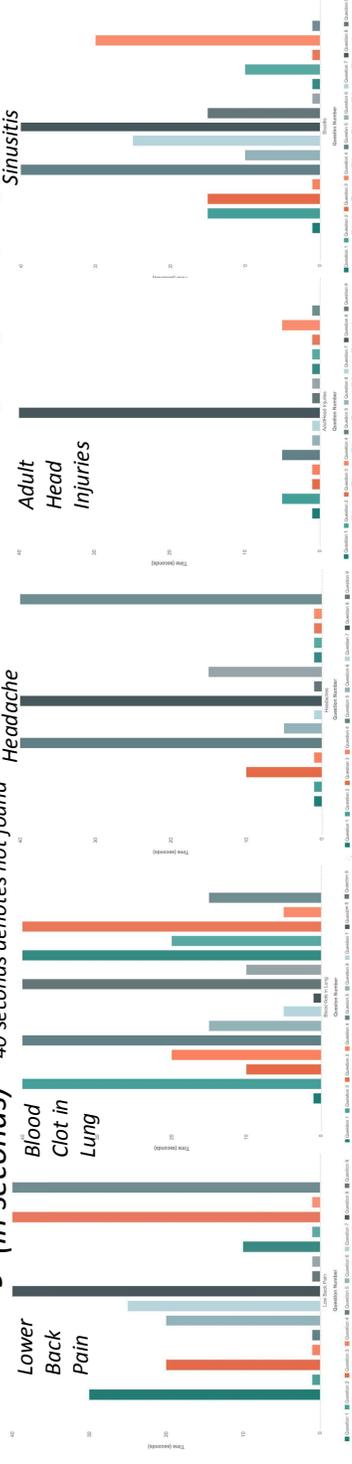
Design and Administration

- Vision screen with Rosenbaum Vision Chart
- Health literacy screen using S-TOFHLA
- mixed-methods questionnaire

Assumptions

- patient care handouts are not meeting patient needs based on usability and comprehension alone.

Usability (in seconds) *40 seconds denotes not found



Opportunity

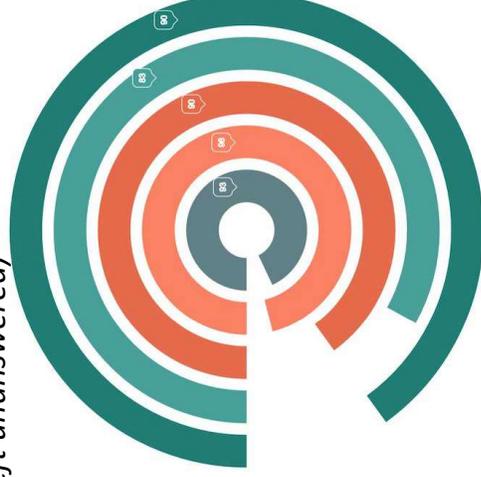
Effective communication between health providers and patients is central to health education and patient empowerment. Previous studies in the Calgary Zone demonstrated that less than fifty percent of emergency department patients thought that handouts communicated health information well and even fewer thought the handout information would aid them in care at home.

Goal Statement

We will quantify the usability of five different patient care handouts at one Calgary Zone Emergency Department over a three-month period of time by March 2016.

Comprehension

How often could patients understand content/instructions? (based on questions left unanswered)



10 PARTICIPANTS
 2 male (avg age 49)
 8 female (avg age 39)

HEALTH LITERACY
 Average score = 35 (high)

PATIENT OR FAMILY
 2 family members
 8 Patients

TOPIC MATCHED
 2 matched patient complaint

Results

Blood Clot in Lung content was hardest to understand (5 of 15 questions incomprehensible)
 Question 8 on future impact of test/medication least user friendly.
 When found, all participants demonstrated comprehension of topic.

Conclusions

Current handouts excel at communicating therapy however fall short in communicating key "red flags" for seeking urgent medical attention after discharge.
 Future design of patient handouts has the potential to improve patient's understanding of information.

Team

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