Review of Occupational Therapy (OT) orthopaedic pre-admission clinic processes to improve efficiency and client satisfaction

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Introduction
Occupational Therapy routinely assesses all patients in Pre Admission Clinic (PAC) undergoing a Total Hip Replacement and Total Knee Replacement at The Northern Hospital (TNH). The previous model was inefficient as the same education was repeated to individual patients. It was also overwhelming for patients as they were required to see the nurse, surgeon and OT. An evaluation was conducted and found that patients had difficulty retaining information provided. A joint replacement information package was developed, which is evidence based and included stakeholder feedback. This contains an educational DVD (THR and TKR) with an introductory letter, booklet and self assessment form. The DVD is also available for viewing on the NH website and YouTube.

Objectives
• The joint replacement information package is successful in maintaining or improving patient education retention
• The new service delivery model maintains patient satisfaction at or above previously measured levels
• The new model creates greater efficiency for OT
• Stakeholders satisfied with the new model

Methods
Participants: English speaking patients booked for elective THR or TKR at TNH provided with the information package prior to surgery. Targeted number of participants is 60. 51 participants have been included over 6 months.

Design: The evaluation is conducted by questionnaire with patients. An initial interview is completed during their inpatient admission following surgery. A further interview is conducted by telephone post discharge.

A measure has been completed with patients seen in PAC as part of the previous evaluation and compared to the post measure.

Time efficiency was evaluated by comparing time spent on PAC pre and post information package, using HealthPower statistics.

The OT department will also measure stakeholder satisfaction via survey.

Intervention: Participants were provided with the joint replacement information package at PAC by nursing staff.

The current stage includes only English speaking participants. Patients from a non-English speaking background continue to be seen in PAC for face to face education with an interpreter present.

Key results
The joint replacement information package was implemented in February 2014. Evaluation continues to be completed.

To date 90.2% of respondents can outline patient education provided, compared with 81% from previous survey. 89.6% found it helpful to them to feel better prepared for surgery, compared to 77%, satisfaction level (people reporting happy with PAC model) is 100%, compared to 82.3%. Greater efficiency with new model as hours spent on PAC per clinic down from 2.166 to 0.592. Stakeholder feedback has not yet been evaluated.

Improvement with new service delivery model

Discussion
By providing this information package prior to admission, it is anticipated patients and their families will be well prepared for surgery – this is supported by the results to date as more patients can outline education provided and report feeling better prepared for surgery. The 2 x 15 minute educational videos provide information regarding the procedure, post surgery precautions and how to manage activities of daily living. By providing a copy of the DVD, the patients have a resource to watch with their families and refer back to after discharge – to date 50% of patients surveyed have referred back to it after discharge. Patients can access information about their surgery at a convenient time, watch at their own pace, and again if required. The self-assessment enables patients and families to identify concerns prior to admission and contact OT for advice or intervention. Patients are supported to take a more active role in their recovery.

There are increasing patient numbers with an ageing population and population growth in the community. Patients benefit from information being provided in more than one format, as research shows (Yeh, Chen & Liu, 2005; Stern & Lockwood, 2005) as people learn/retain information best via different formats (visual/auditory). This is supported by the results showing that there is improved satisfaction with the new format.

Effects of change and future directions
DVD education has been shown to be effective (Yeh, Chen & Liu, 2005). This project adds to the evidence for DVD education effectiveness as it has demonstrated patients feel better prepared for surgery, have better retention of education, satisfaction and improved efficiency. Successful evaluation of the DVD self assessment package may lead to development of educational DVDs for other clinical areas, increasing efficiency for better use of resources.

Quality of the new OT PAC model will be evaluated using post operative intervention data and discharge destinations (number of patients discharged to rehab versus Rehab in the Home). It is recommended that further research be conducted on DVD use with patients from non-English speaking backgrounds.

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References


Scan this code with your QR scanner to go to: http://www.nht.org.au/services/orthopaedics

*Thanks, all information was easy to understand and gave me confidence*