

An Intervention to Improve Compliance with Viewing the Patient Safety Video in Pediatrics

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Background

In 2007 a Children's Hospital Safety Video was created to encourage patients/families to get involved in keeping themselves safe while staying at the Cleveland Clinic. This video became a tool to assist in meeting the National Patient Safety Goals while fully educating our patients/families. To access the video the patients have to dial the movie up on the phone and the video will show on the TV in their room. The video includes information on topics such as room safety, hand hygiene, parent rights, hospital protocol, and infection control. Recently the compliance of patients/families who were asked to watch the video dramatically dropped and this became a problem that needed to be addressed.

Problem/Purpose

Due to the fact that the compliance of patients/families watching the Patient Safety Video dropped to 30%, the purpose of the project is to develop a tool that can be used in order to improve the compliance in patients/families watching the video.

Hypothesis

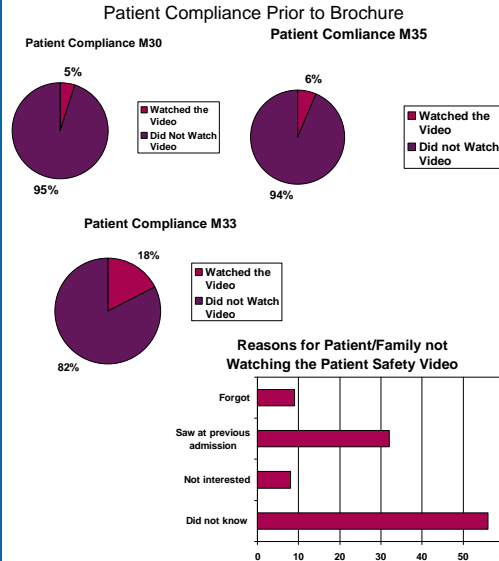
By creating a brochure that will be distributed upon admission to the hospital the number of patients/families watching the video will improve. The brochure will include some information from the video and instructions on accessing the video in the room.

Methodology

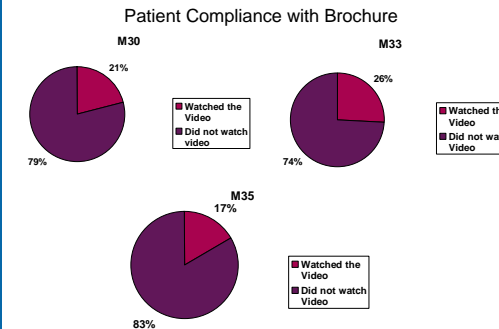
- Observe the current Children's Hospital process for patients/families viewing the Patient Safety Video
- Interview nursing staff to understand their process of initiating the viewing of the Patient Safety Video.
- Create survey to interview patients/families about the video
- Check Epic and see if anyone watched the video (daily)
- Conduct interviews with patients/families regarding their feelings toward watching the video (daily)
- Analyze findings using the following categories:
 - Did not know
 - Not interested
 - Saw on a previous admission
 - Forgot
- Develop brochure to help increase the number of patients/families who watch the video
- Introduce brochure to patients/families upon admission to the Children's Hospital
- Check Epic to see the percent of those patients/families who received the brochure watched the video
- Evaluate if giving the brochure increased the overall compliance in watching the Patient Safety Video.



Data Collection



Results



Conclusion

One of the biggest factors in the patients/families watching the Patient Safety Video is lack of information. The majority of the patients/families admitted to the hospital are not informed about the video causing them not to watch it and the numbers remain low. A tool such as a brochure would be beneficial to the Children's Hospital so compliance does not solely depend on staff to verbally inform the patients/families about the video. Although there were not dramatic changes in the number of patients/families that watched the Patient Safety Video, after reading the brochure the patients/families education in itself increased significantly. Now that the brochure has been introduced we can dig deeper into the situation and understand why the video has not been watched without informing the patients/families about the video being a factor.

Recommendations

Having a child admitted to the hospital can be very stressful for families. This may be the reason watching the video has fallen to the bottom of the priority list. In the future, the viewing of the Patient Safety Video should be a requirement for receiving the visitor badge upon admittance. In addition, this will alleviate the multiple reasons for families not watching the video.