Patient Education and Communication: A Continuous Quality Improvement Project
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SETTING:
- Outpatient PM&R spine clinics at the University Orthopedic Center and South Center Health.

PROBLEMS:
- Lack of consistent patient education on the after-visit summary regarding diagnosis and treatment options.
- Room for improvement in Press-Ganey scores in the areas of patient communication and education.

GOALS:
- Current Project: Discover what patients are most interested in learning and how they want to receive information.
- Future Project: Provide information in accordance with patient preferences with improvement measured with Press-Ganey scores in the areas of patient communication and education.

PATIENT PREFERENCES

SURVEY DEMOGRAPHICS:
- 400 total surveys
- 87 not correctly completed
- Gender: Male 152 (38%), Female 248 (62%).
- Primary Language: English 373 (93.3%).
- Ethnicity: White/Caucasian 347 (86.8%).
- Age: <30: 24 (6%); 30-39: 41 (10.3%); 40-49: 73 (18.3%); 50-59: 72 (18%); >59: 151 (37.8%);
  Unavailable: 39 (9.8%).

SURVEY QUESTION 1 & RESULTS:

How do you learn best? How would you prefer to receive your post visit instructions? Check your top two (2) preferences.
1. [ ] Paper print-out
2. [ ] Electronic via my-chart
3. [ ] Electronic website link(s)
4. [ ] Video format such as YouTube
5. [ ] Audio format such as a podcast
6. [ ] Diagram(s) or picture(s)

SURVEY QUESTION 2 & RESULTS:

What is the most important information you wish to receive during your clinic visit with your doctor? Given the limited time in clinic, choose the top three items that you would like your doctor to spend more clinic time discussing.
1. [ ] The diagnosis for my condition
2. [ ] When I can return to my activities
3. [ ] The treatment options for my condition
4. [ ] Information about medications
5. [ ] Instructions for follow-up care
6. [ ] Explanations of my problem/condition
7. [ ] Explanation of my imaging (X-ray, MRI, CT)

CONCLUSIONS:
- Most patients prefer information in the form of paper print-outs, My Chart, and diagrams/pictures.
- Most patients believe that education regarding their diagnosis and treatment options are among the most important information they would like to receive.

NEXT STEPS:
- To implement after visit summaries in both paper format and via MyChart that both include pictures and/or diagrams.
- These after visit summaries should include information on their diagnosis and the treatment options for this diagnosis.
- After implementation of the above compare Press-Ganey scores from before and after implementation.