DEvelopment of Mechanical Ventilator Educational Brochure for Patients/Families

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Development of Mechanical Ventilator Educational Brochure for Patients/Families as part of a Clinical Transformation Project

Executive Sponsor: Wendy Osgood, Mark Parker MD
Facilitator: Cathy Palleschi

Team Members: Amy Stafford, R.N. Clinical Nurse Specialist, David B. Seder, M.D., Chief of Critical Care Department, Jennifer Low, R.N. Unit Base Educator, Jeffrey Gregory, Manager of Patient Care Experience, Helena R. Ackerson, Director of Patient Care Experience, Jennifer Moynihan, Patient and Guest Relations, Joan E. Carr Myers, Spiritual Care, Karen L. Barlow, Marketing, Ellie Foster, Maine Health Literacy, Vijayakrishnan Poonodi Srinivasan, Project Manager for Mechanical Ventilator Transformation project, Sally Whitten, Director of Respiratory Care, and Cathy Palleschi, R.N. Director of CICU.

Problem/Impact Statement:
Critically ill intensive care patients often have no memory of the actual events while on a mechanical ventilator. In addition, families are often overwhelmed and unable to understand or recall any verbal information that has been provided by the healthcare team. As part of a clinical transformation project, our goal was to develop written education material on the mechanical ventilator in hopes to lessen the family's anxiety, enhance their comprehension, help the family communicate with their loved one, and participate in the patient's care.

Scope:
In Scope: Families whose loved ones are on a mechanical ventilator
Out of Scope: All other ICU patients/families

Goal/Objective:
Developed a survey tool, conducted a survey of fifty ICU families whose loved one was on a mechanical ventilator, and developed a mechanical ventilation educational brochure which met a readability for low health literacy.

Baseline Metrics/Current State:

<table>
<thead>
<tr>
<th>Plan</th>
<th>Did you receive any information about the mechanical ventilator?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Did you receive any education on how to communicate with your loved one that was on a breathing machine?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Countermeasures</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Action</th>
<th>Owner</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Form a multidisciplinary team of RNs, IT Specialists, project chair, Respiratory Therapists, Physicians and Marketing who desire to work on this project</td>
<td>Cathy Palleschi</td>
<td>Completed</td>
</tr>
<tr>
<td>Conduct literature search to identify educational content needs for the brochure</td>
<td>All team members</td>
<td>Completed</td>
</tr>
<tr>
<td>Draft mechanical education brochure</td>
<td>All team members</td>
<td>Completed</td>
</tr>
<tr>
<td>Conduct literature search to identify survey questions to assess current state of education needs on mechanical ventilation</td>
<td>All team members</td>
<td>Completed</td>
</tr>
<tr>
<td>Secure iPad to conduct survey</td>
<td>Helena Ackerson</td>
<td>Completed</td>
</tr>
<tr>
<td>Secure RN to conduct survey in Special Care Unit and Cardiac ICU</td>
<td>Cathy Palleschi</td>
<td>Completed</td>
</tr>
<tr>
<td>Complete 50 family surveys</td>
<td>Jen Low</td>
<td>Completed</td>
</tr>
<tr>
<td>Revised brochure after testing for literacy</td>
<td>Ellie Foster, Karen Barlow and Cathy Palleschi</td>
<td>Completed</td>
</tr>
<tr>
<td>Send brochure to marketing, print shop and distribute to ICUs</td>
<td>Ellie Foster, Karen Barlow and Cathy Palleschi</td>
<td>Completed</td>
</tr>
<tr>
<td>Complete 50 family surveys using the new brochure</td>
<td>Ellie Foster, Karen Barlow and Cathy Palleschi</td>
<td>Completed</td>
</tr>
</tbody>
</table>

Outcomes

Patient/Family Feedback:
- Provide written information or pamphlets
- Developing education for adults to be able to explain to children about the process
- More communication from the care team
- Everyone has been kind
- Loves the hospital and all the workers
- Missed rounds and would like to get information from the team
- Would like something to write things down. Update was provided but they forgot most of it
- Staff has been helpful and kind
- All has been good
- Great care and nurses
- Thank you for the great care
- Nurses have been great
- Would have liked a phone call with family to communicate that they were being extubated

Study

Next Steps

The survey demonstrated over 80% of the families desired to receive educational material on the mechanical ventilator, how to communicate with their loved one, and the desire to participate in their physical care. With this established, our next steps to re-survey families to establish if the brochure strengthens the patient and family care experience and to revise the brochure as necessary.