

A Patient-Centered Model for Implementing a Patient Education Intervention for Inpatient Colonoscopies

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BACKGROUND & AIMS

- Inadequate bowel preparations are a common cause of delayed colonoscopies in the inpatient setting, compromising patient safety and quality of care.
- Patient education interventions have been shown to improve the quality of bowel preparations. However, high-quality, validated educational tools for use in the hospital are not widely available.

Aim: To develop an educational resource for inpatient colonoscopies using direct input from patients and experts.

METHODS

- We identified patients who recently had a colonoscopy in a large academic hospital system to participate in open-ended interviews.
- Subjects were asked about the bowel preparation process to guide the development of an educational material.
- A patient-facing resource was created and reviewed by gastroenterologists and health literacy experts. Readability was assessed.
- Additional feedback was collected from patients and experts to further optimize the resource.
- Patients were provided the resource prior to undergoing a bowel preparation and asked to complete a survey the following morning.

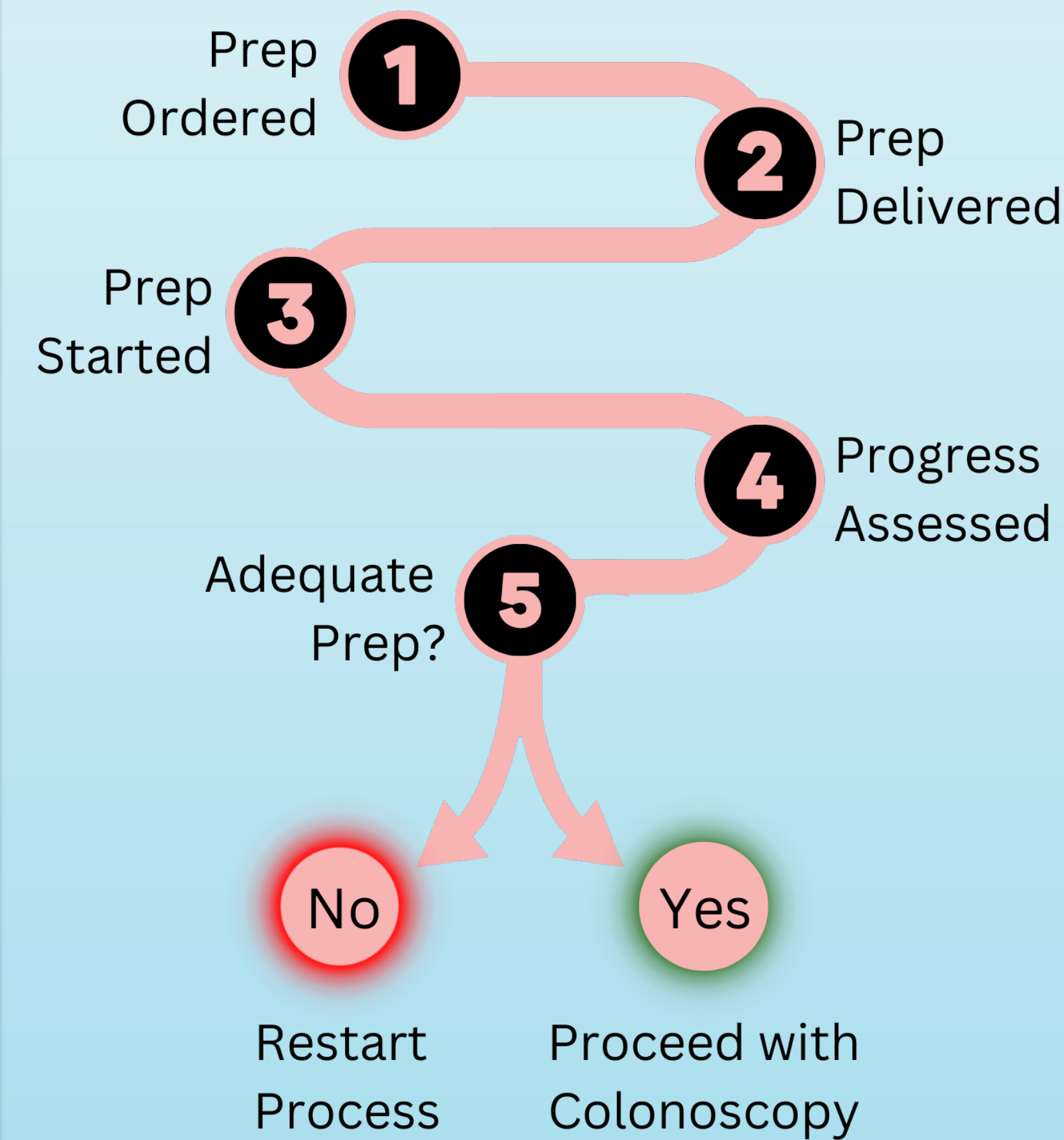


Figure 1: Inpatient Colonoscopy Process Map



"[The booklet] covers everything and is clear on what to do."



"What I wanted to know was whether I'd be awake and if I'd remember it. I'm glad that was there."



"The schedule was helpful. It makes sense and is easy to understand."

Figure 2: Patient Testimonies

Patient feedback was requested the morning after undergoing a colonoscopy procedure.

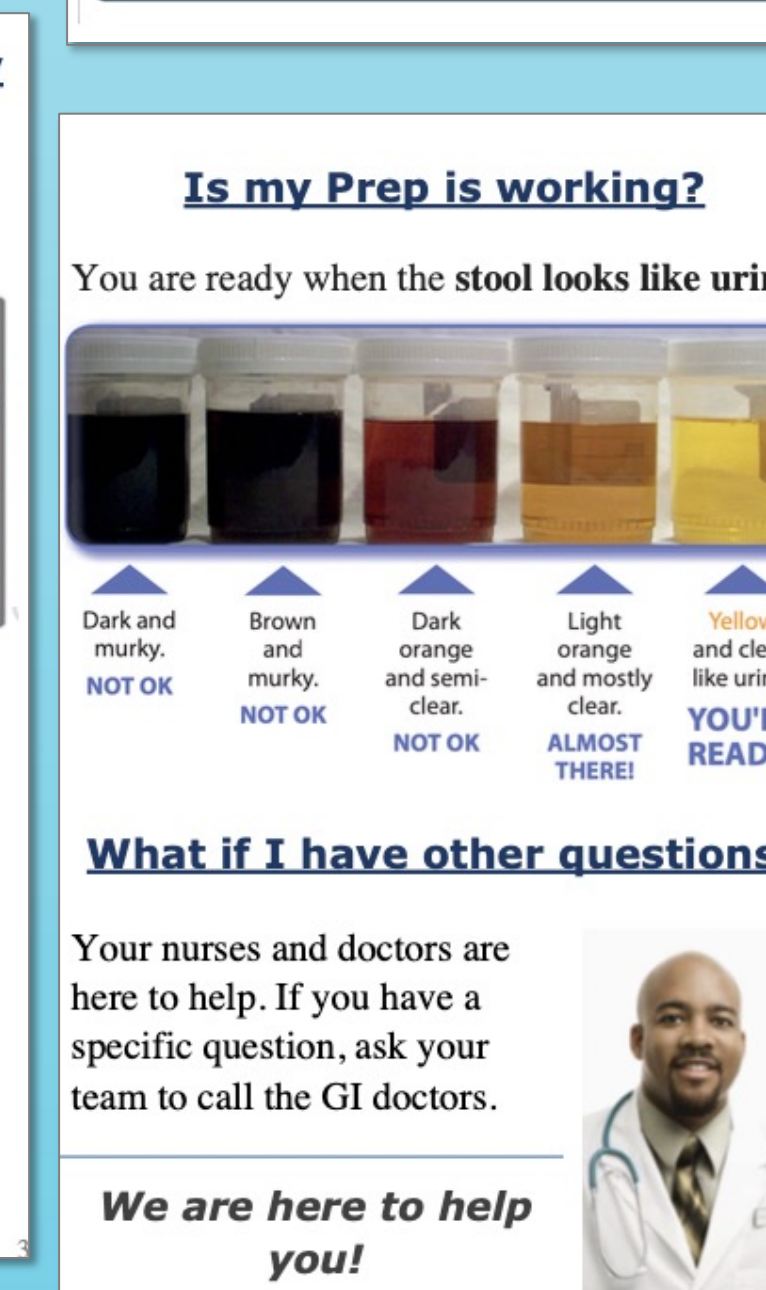
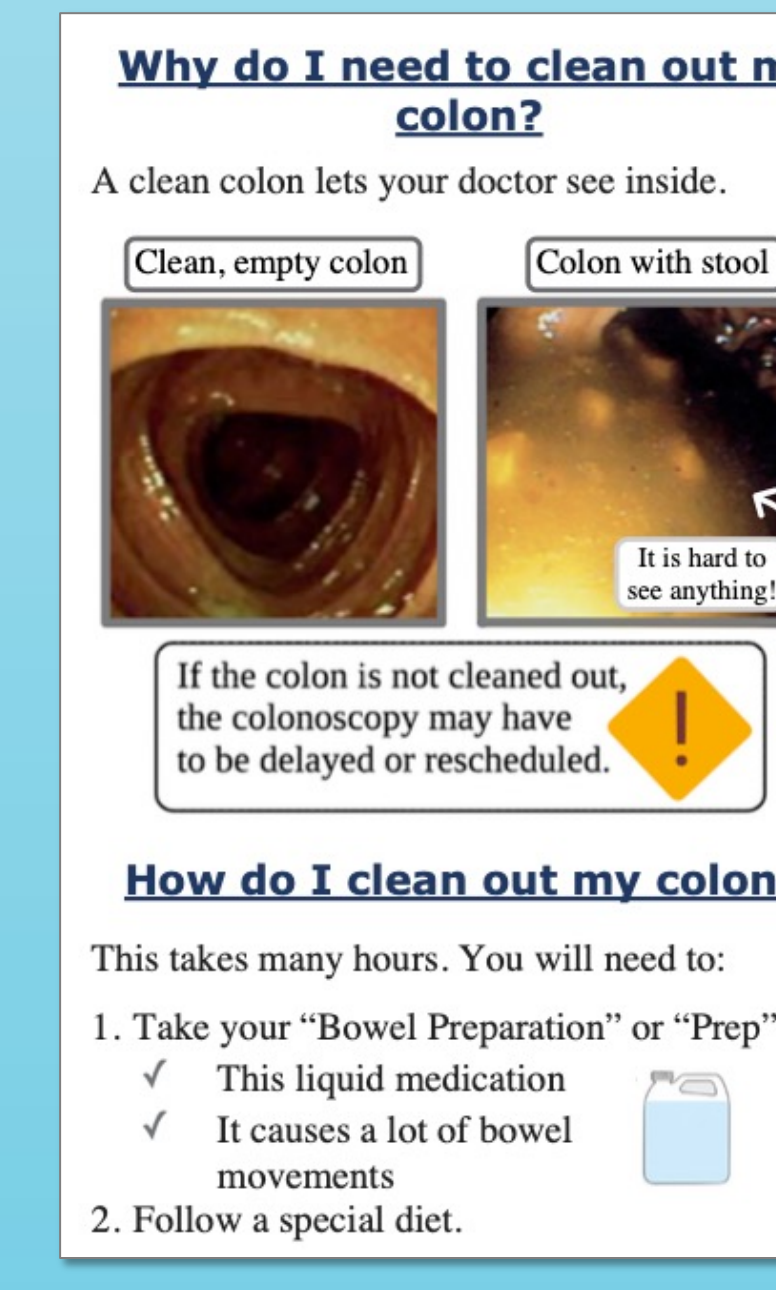
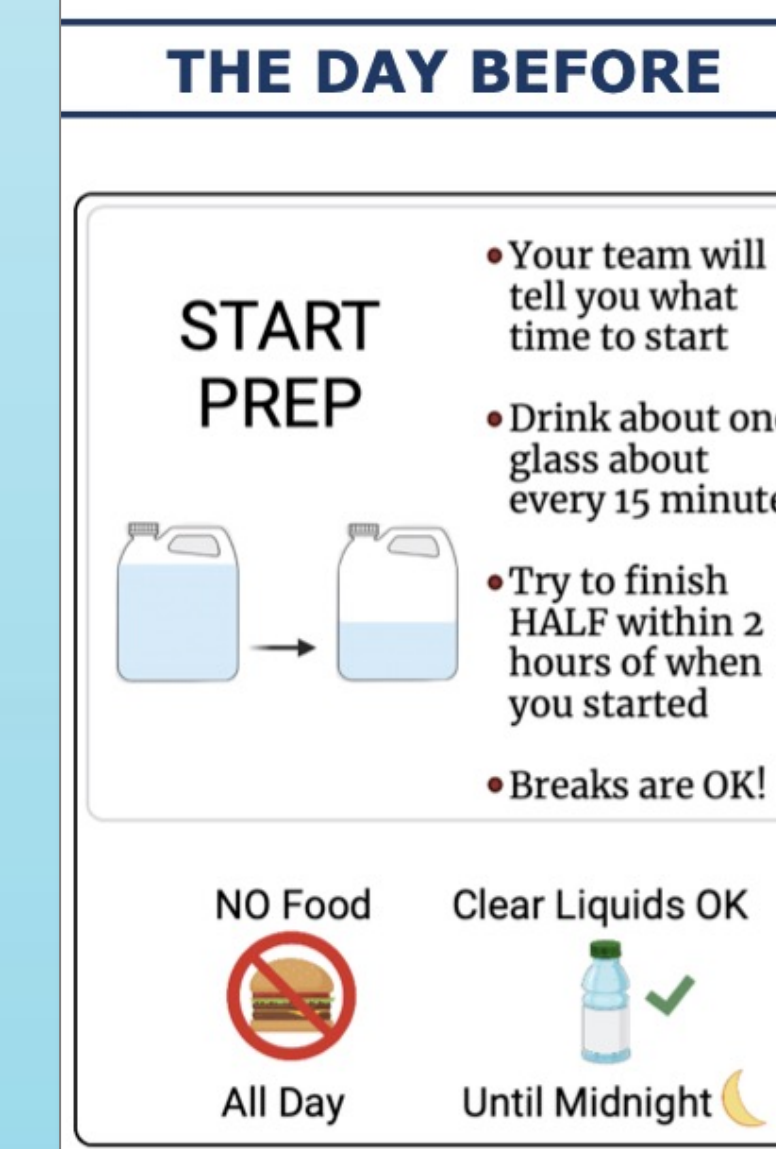
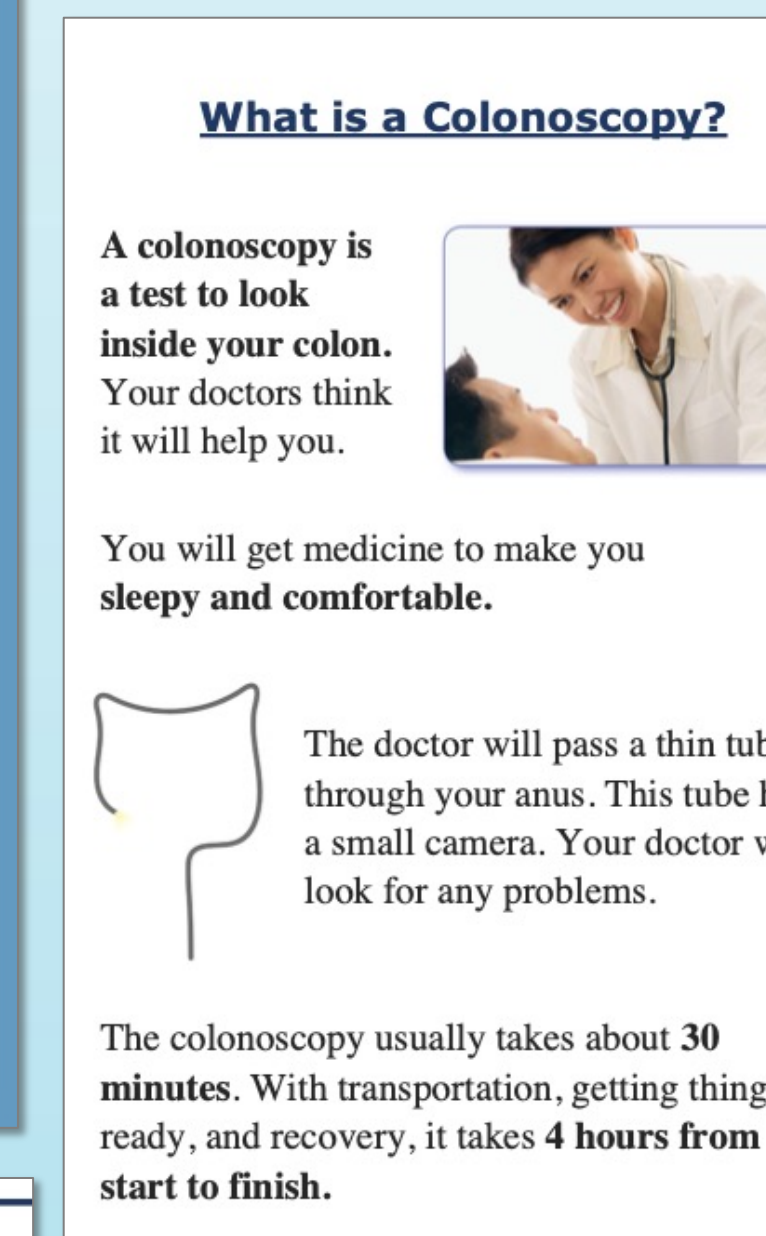
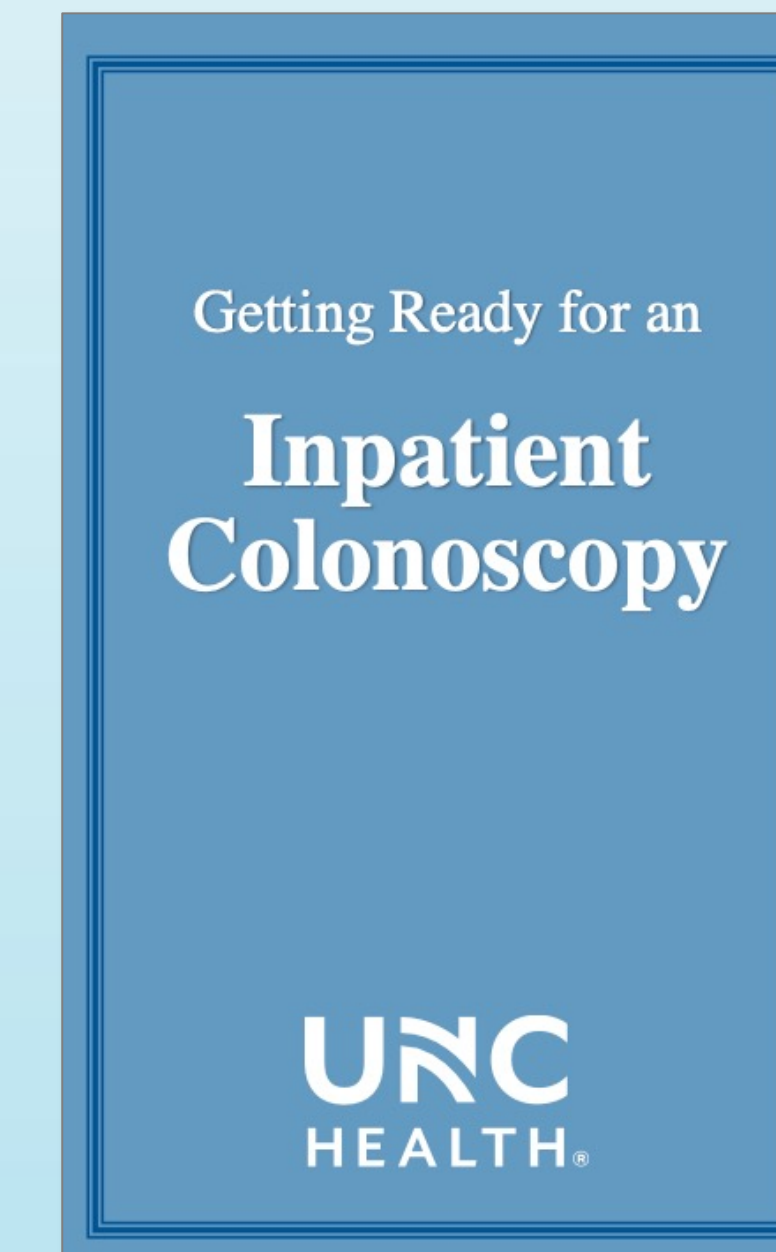


Figure 3: Colonoscopy Booklet

Select pages from the 8-page educational bowel prep booklet.

RESULTS

- Feedback from 12 adult patients and 4 subject matter experts were used in the development of the resource.
- Patients desired a resource that is clear, thorough, and focused on the patient experience.
- Patients expressed a preference for a booklet format over an online, video, or other printed resource.
- A booklet was adapted from existing materials found in the literature and outpatient settings and optimized in subsequent PDSA cycles.¹
- The finalized booklet had a Flesch Kincaid grade level of 3.9 and was translated into Spanish.
- Preliminary survey data (n=6) on the booklet showed an average rating of 4/5 for clarity, trustworthiness, and reassurance; and satisfaction ratings increased by 20% on average when compared to no booklet.

CONCLUSION

We describe a dynamic model for implementing an educational intervention for inpatient colonoscopies using patient engagement principles and QI methodologies.

REFERENCES

1. Ergen WF, Pasricha T, Hubbard FJ, et al. Providing Hospitalized Patients With an Educational Booklet Increases the Quality of Colonoscopy Bowel Preparation. *Clin Gastroenterol Hepatol.* 2016;14(6):858-864. doi:10.1016/j.cgh.2015.11.015