



Service Priorities and Programmes

Electronic Presentations

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Electronic Device Use for Patient Education Before Consultation: From Patients' Perspective'

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Introduction

International health organizations are using innovative technology to enhance patients' health literacy. Audio-visuals using tablet computers prior to clinical consultation have become a routine practice in our local outpatient clinics in recent years. Its aim is to improve patient engagement and may even enhance the quality of the consultation.

To our knowledge, no local studies to date have explored the acceptability and effectiveness of tablet-based education compared to traditional methods like educational television or pamphlets.

Objectives

To examine patients' perspectives on electronic device use on health education and disease management

Methodology

All patients were invited to participate in this cross-sectional questionnaire survey at their first clinic visit to either the allied health workers or nurses at East Kowloon GOPC from 12/2017 to 01/2018. Participants were given a tablet-based audio-visual presentation with information customized to their specific medical needs prior to clinic consultation. After the consultation, participants were asked to complete a 10-question Likert scale questionnaire which measured acceptability and efficiency on tablet-based intervention and explore further possibilities on its usage. Median scores were drawn up for each scale items using Excel 2016 and interquartile range (IQR) was used to measure variability.

Result

Results:

A total of 35 participants were recruited with a median age of 62 years. 80% of them had no previous experience with electronic device usage in clinics. The questionnaire

was categorized into three domains: content satisfaction, perceived impact on learning, and usability. The domains of usability and perceived impact on learning yielded positive results with a median score of 4 out of 5, regardless of age, gender, education level, or prior electronic device use. Over 80% of respondents agreed that the content was tailored to their needs and 70% of them found it easier to retrieve information compared to traditional methods. The small IQR indicates consensus of responses among participants. Although patient satisfaction with the tablet usage was high, few patients (n=2, 5%) responded that they would prefer more animated or interactive delivery methods.

Conclusions:

Tablet-based patient education prior to clinical consultation is potentially a useful tool for enhancing patient's knowledge about disease management. Future direction should focus on developing more individualized delivery methods.