



Service Priorities and Programmes Electronic Presentations

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Filling the gap of patients' need: An enhancement program in patient education

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Introduction

Patient education is an important strategy for nurses. Although it has proven that it is difficult to carry out teaching programs in acute care setting, research has demonstrated both preoperative and postoperative education can enhance patient outcomes and satisfaction significantly. In order to meet patient's education need before and after cardiac surgery, the current education materials were modified according to their concerns.

Objectives

To enhance the teaching tool for patients undergo cardiac surgery by identifying patients' actual needs. To enhance patient's cardiac knowledge and enhance nursing services.

Methodology

A designated nurse was responsible in providing the preoperative talk during patient admission and postoperative talk before discharge. Booklets and a powerpoint presentation about the surgery were given to patient with a personal interview. Patients were allowed to ask questions and feedback during the talk so that their needs were acquired. Questionnaires were also given to evaluate the effectiveness of the program and patient's satisfaction.

Result

Between July 2015 and September 2015, a total of 33 cases were recruited in the education program, including 17 preoperative patients and 16 postoperative patients. A 15 minutes talk was conducted to each patient. 28 questionnaires were received back from the subjects and all these responders agreed that the talk provided adequate information about the surgery. 89% claimed that they have more confident in managing their cardiac disease after the talk where 93% claimed that their anxiety was alleviated. The content of the powerpoint was modified according to their questions and comments. A Factsheet of those frequently asked questions were made as a new reference in order to facilitate future teaching purpose. A well-designed, patient-centered education program plays an important role in filling the gap between patients' need and nursing care. The new education program received a high positive feedback. More patients should be included in this program so that their actual concerns can be identified. A training program will be conducted to

our nurses for delivering this patient education program in the near future.