



Patient Education in the time of COVID-19: Educational Videos in the Inpatient Setting

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Background

- The COVID-19 pandemic presented numerous challenges to the healthcare field, among them was educating patients and families on the continuously changing and evolving treatment of COVID-19
- There is growing literature on the psychological effects of the pandemic, such as social isolation, anxiety and depression, especially among those hospitalized for a COVID-19 infection¹
- Educational patient videos have been previously shown to improve health literacy, patient satisfaction and decrease the time spent by providers answering questions²
- Hospitals across the country are struggling with resource limitations, including the limitation of the number of providers and nursing staff, making efficiency and quality in treatment more important than ever.

Innovation Objectives

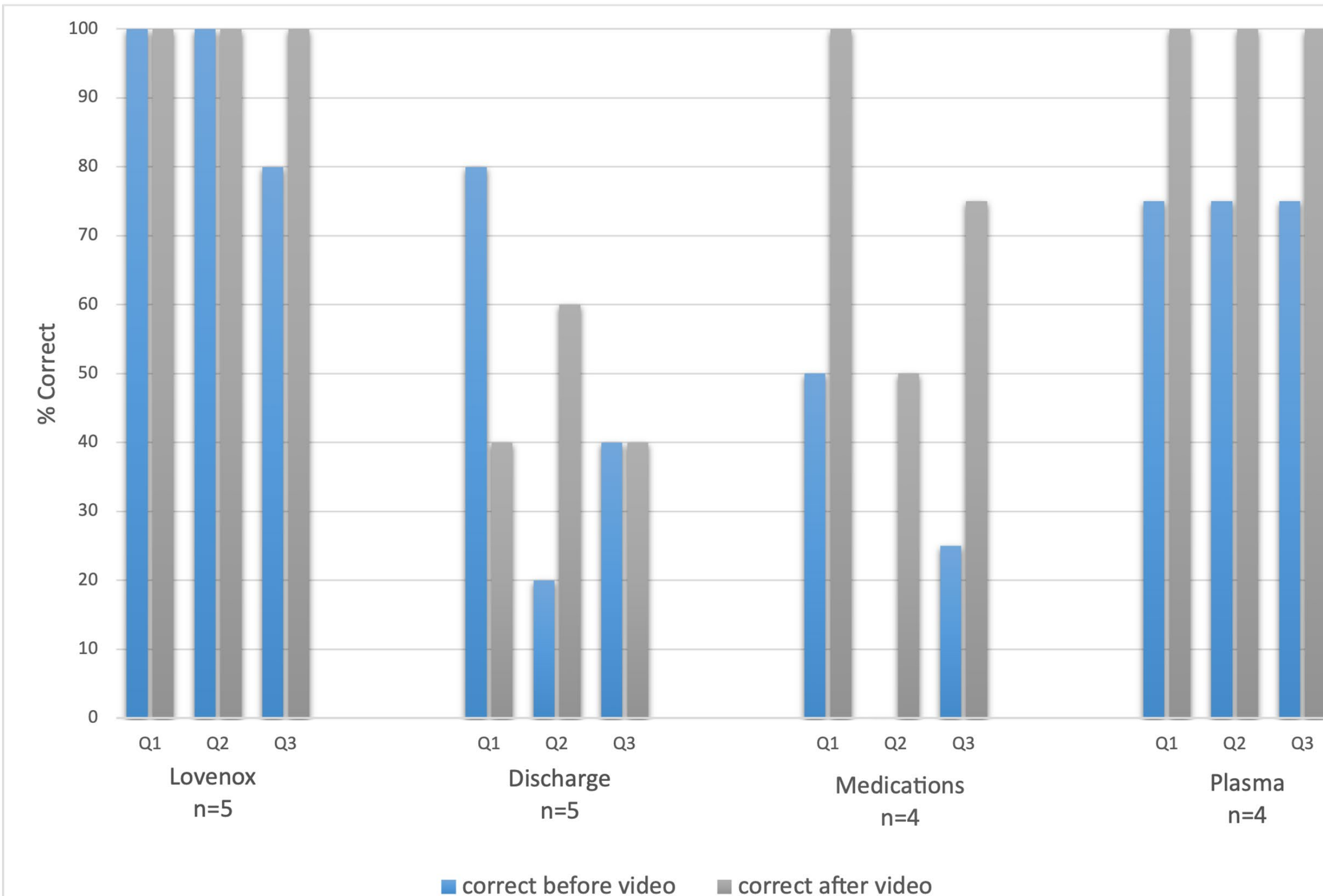
- The objectives of this study were to increase patient education on topics related to COVID-19, decrease patient stress and anxiety related to their illness and decrease the work-load of nurses during the height of the COVID-19 pandemic

Methods

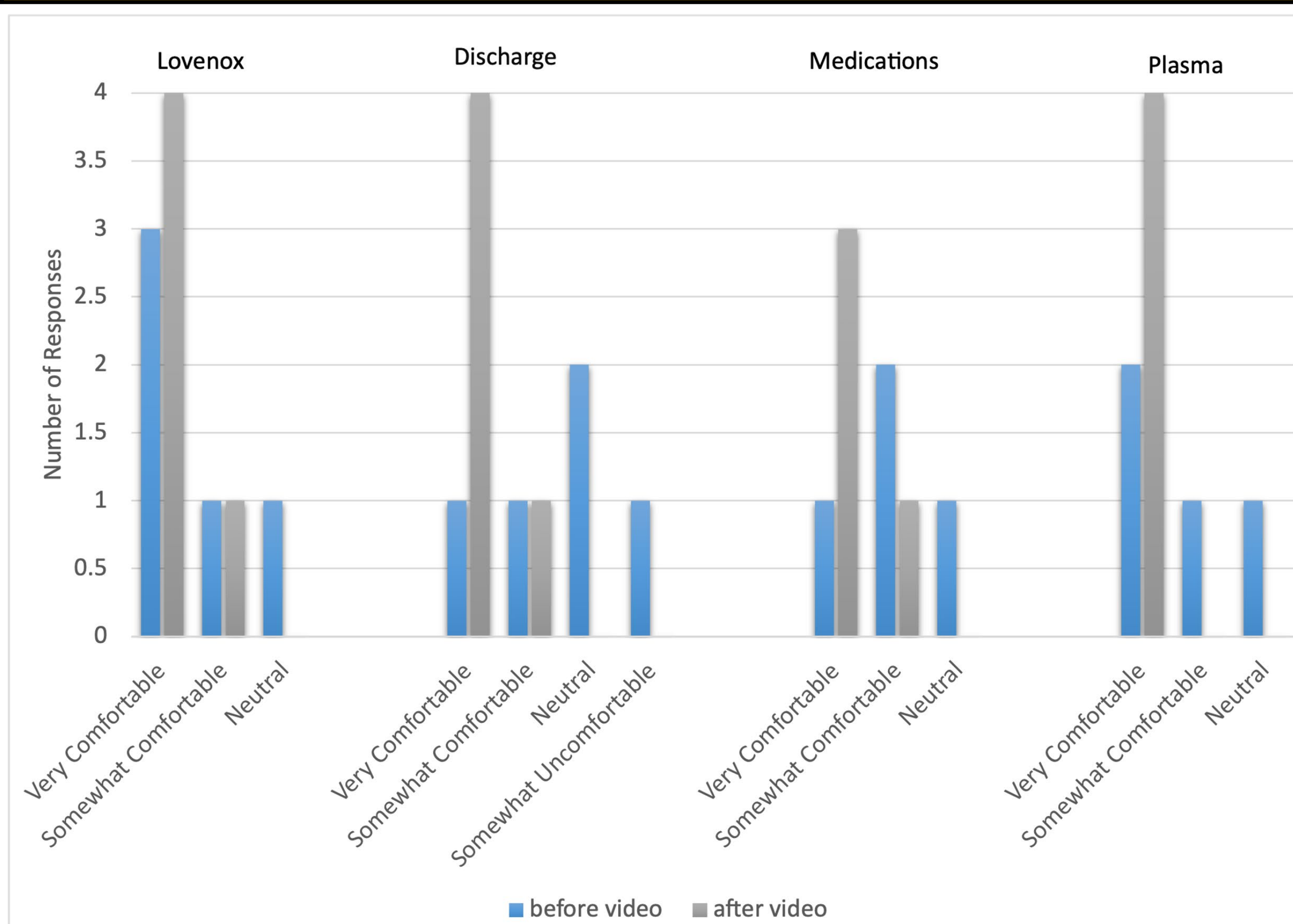
- 3 medical students created 4 educational videos on COVID-19 as a quality improvement intervention
- Topics chosen for the videos included: lovenox, convalescent plasma, evaluating readiness for discharge and a medications overview video discussing remdesivir, dexamethasone and hydroxychloroquine
- Nurses on the COVID unit at a large community hospital were surveyed on their experiences discussing these topics with patients, before and after the video intervention
- Handouts containing a QR code linked to the videos as well as a pre-survey and post-survey were distributed to the rooms of floor patients hospitalized with COVID-19, allowing patients to access the videos on their own devices
- Surveys included knowledge-based questions on topics explained in the video as well as questions about comfort and stress/anxiety
- Medical students worked with nurses and directly with patients to encourage patient participation in the study

Results

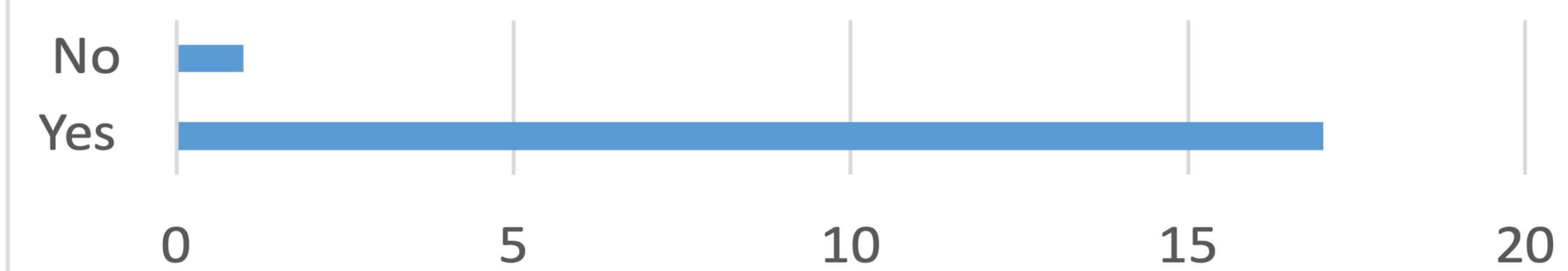
Knowledge Based Questions



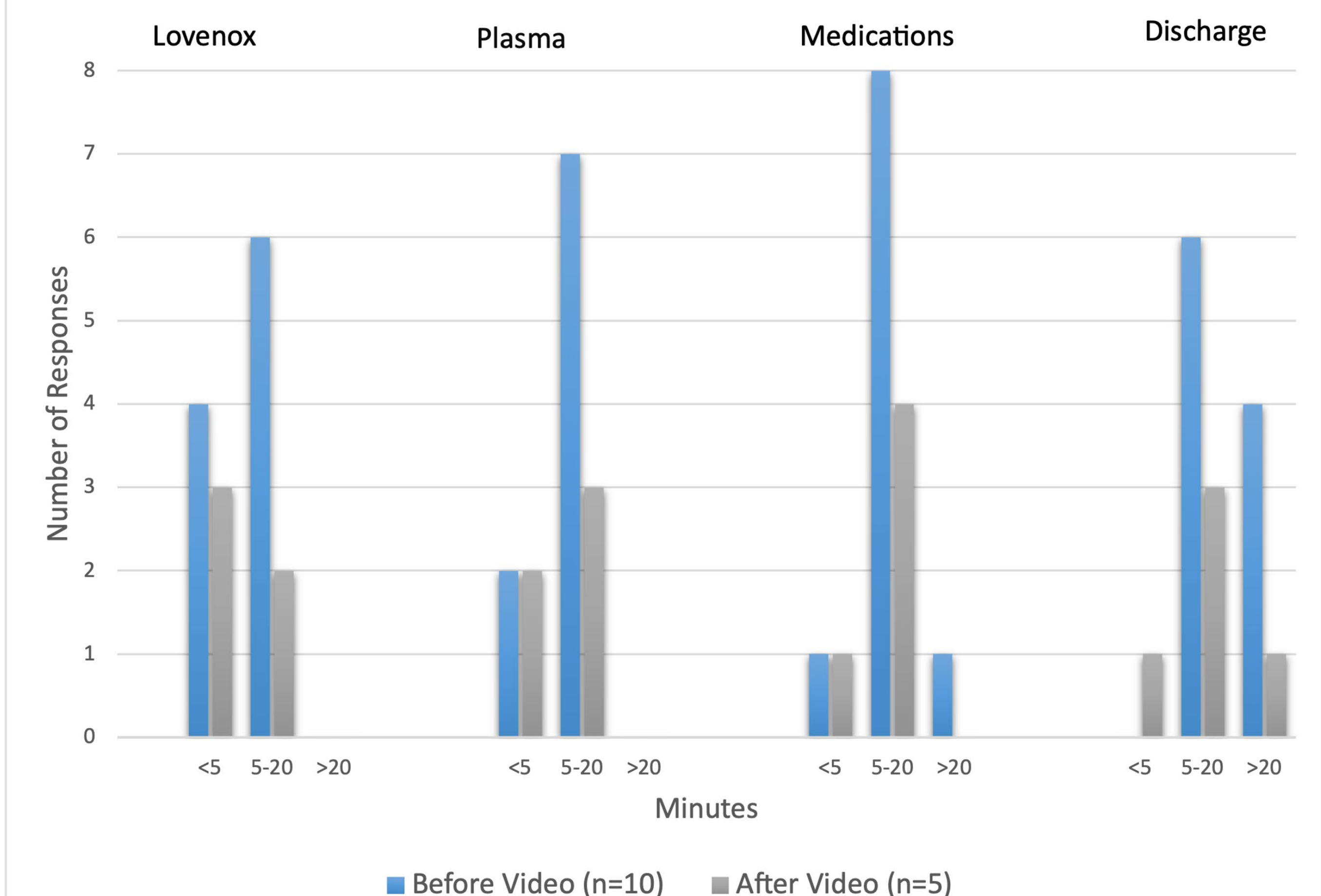
Comfort with Care (n=18)



Did this video improve stress/anxiety related to your care? (n=18)



Time Spent by Nurses Educating Patients



Discussion

- Educational patient videos on COVID-19 in the inpatient setting can increase understanding of care, comfort with care and improve anxiety/stress related to care
- No substantial reduction in the amount of time nurses spent educating patients on these topics was seen
- One of the major limitations of this study was the ability to deliver the videos to patients in a format that was easy and accessible for everyone
- Another major limitation was difficulty sustaining participation from patients and nursing staff

Conclusions

- Educational videos in the inpatient setting has the potential to improve various aspects of patient experiences related to their care. However, in order to be successful, there needs to be institutional (in the format of video delivery), staff and patient buy in

Reference

1. Demeco A, Marotta N, Barletta M, et al. Rehabilitation of patients post-COVID-19 infection: a literature review. J Int Med Res. 2020; 48(8):300060520948382.
2. Patino M I, Kraus P, Bishop M A. Implementation of Patient Education Software in an Anticoagulation Clinic to Decrease Visit Times for New Patient Appointments. Patient Education and Counseling 102(2019)961-967.