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**Unitypoint Health Methodist Family Medicine Residency- A cross sectional study**

**Title:** Are we educating patients enough at TCM visits to prevent unnecessary re-hospitalization?

### **A. Objective:**

The purpose of our research project was to determine whether or not as a residency program we are providing the disease specific education our patients need to take control of their own health, along with whether or not our patient population actually wants this education. Lastly, we hope to determine if we need more time during our hospital follow up (TCM) appointments to provide this education. The research survey focuses on how much the patients know about their conditions and how much they understand what they need to do to prevent another hospital visit.

### **Hypothesis:**

The current level of patient education is not sufficient for full understanding of patients' conditions.

### **B. Background**

The reason to look into this project is that readmission has become a huge health care problem. It is detrimental to the patient's health if they are not taking care of themselves, but also a huge burden to the health system financially as they do not get reimbursed for readmissions, and this drains resources. One of the main reversible reasons for readmissions we believe is lack of discharge instructions, and/or the follow up clinic visit fails to deliver the information needed clearly to prevent readmission.

**Study design-** The study was a cross-sectional study performed through an anonymous survey to look at the satisfaction and quality of education provided to patients through the Unity Point Peoria family medicine residency programs. This education is given to the patients that come in for hospital follow up at a TCM visit. The research population is the clinic population that we see, generally low income patients on public aid insurance plans. The data was to be collected over 3 months in the hopes of getting around 100 - 200 surveys, but we collected

less than 100. Exclusion criteria will be incomplete surveys, those whom cannot read the survey. Inclusion criteria is all hospital and emergency room follow ups in the time period that we collected data.

**Objective:** To learn whether we are doing enough patient education to empower our patients and prevent another hospital admission, and identify the areas we need to improve by doing a survey on SurveyMonkey.

**C. Study Method:**

We performed a patient survey on survey monkey at checkout on a tablet provided to the patient. The survey was used to find out if the patients felt they knew enough about their conditions to prevent hospital visits, if they felt like they were not given any education, or if they felt like more time was needed. We analyzed the data from the research survey to determine how we were doing as a clinic. We set 75% as an arbitrary goal of patients that feel like they are receiving adequate education.

**D. Inclusion criteria**

- 1) Adults admitted to the hospital that follow up at the family medical center for A TCM visit.
- 2) Must be able to read and complete the survey.

**E. Alternative treatments offered to patient**

none

**F. Safety/ ethical concerns:**

We have no safety or ethical concerns- the survey for minors were filled out by parents. All surveys were anonymous and filled out on a volunteer basis.

**G. Results**

Results of the survey suggest that our patients find they get adequate education. We have well over 75% satisfaction rates for education which was our goal. But our study did not capture the 100 surveys needed to have the power to determine if this is significant.

While you were in the hospital, how well did someone explain your medical problems?



**Upon leaving the hospital, how well did you understand what was done to make you healthy/to prevent further hospitalization?**



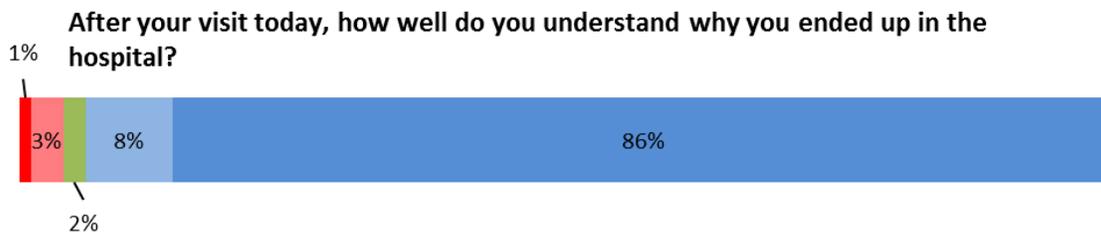
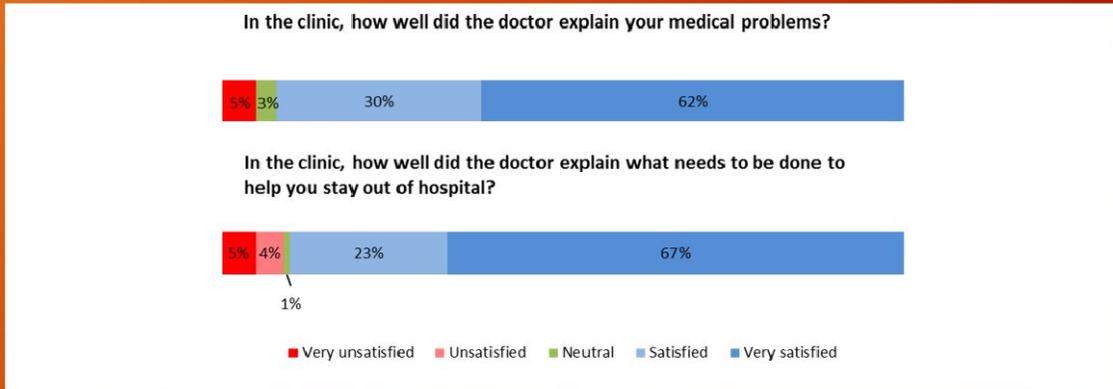
■ Very confused ■ Confused ■ Neutral ■ Somewhat understand ■ Understand

**Are you satisfied with your clinic visit today?**



■ Very unsatisfied ■ Unsatisfied ■ Neutral ■ Satisfied ■ Very satisfied

# Results: Q4 and Q5

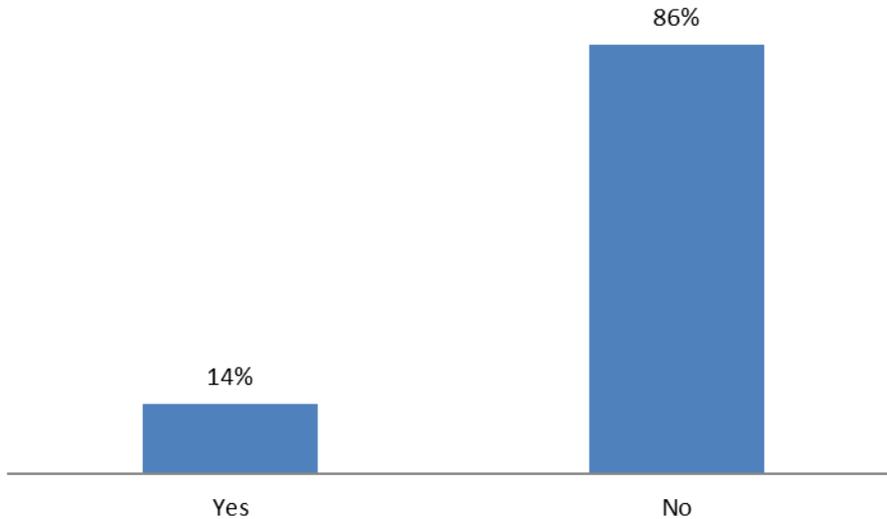


**After your visit today, how well do you understand what you need to do to prevent another hospital stay?**

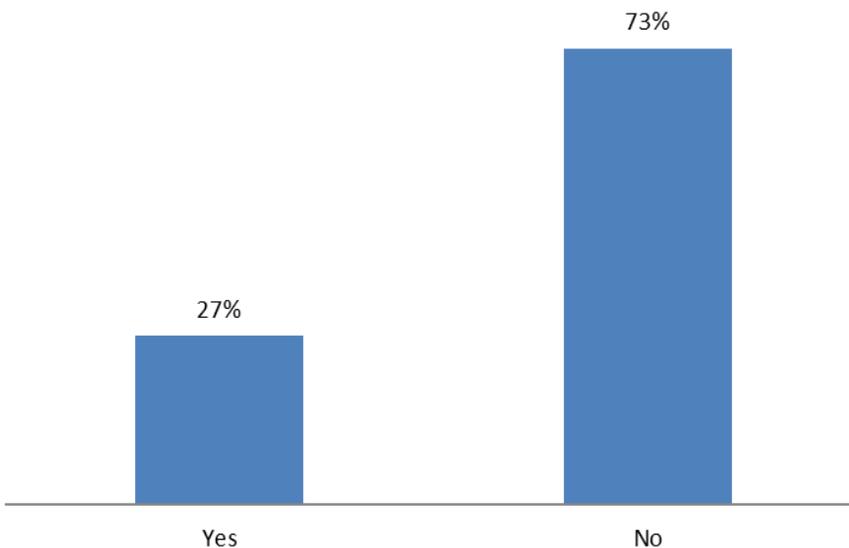


Legend: Very confused (red), Confused (pink), Neutral (green), Somewhat understand (light blue), Understand (dark blue)

**Would you like your doctor to spend more time explaining your medical problems and what needs to be done to make you better?**



**Do you think if the doctor spends more time in the room, you would have a better understanding of your illness and what you need to do to prevent hospital stay?**



**G. conclusion-**

Patient satisfaction for disease specific education and education to prevent readmission is high among our patients. This may correlate to Adjusted Hospital readmission rates are below the Hospitals group and national standards for the FMS team but that is outside the focus of this study. While

we thought that our patients needed more time for education our data suggest our patients don't think they need it. In the future a study of readmission rates pre and post double TCM slots may be helpful to compare quality of education instead of patient satisfaction.

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