Interventional Radiology Patient-Centric Procedural Videos: A Quality Improvement Project Designed to Increase Patient Understanding

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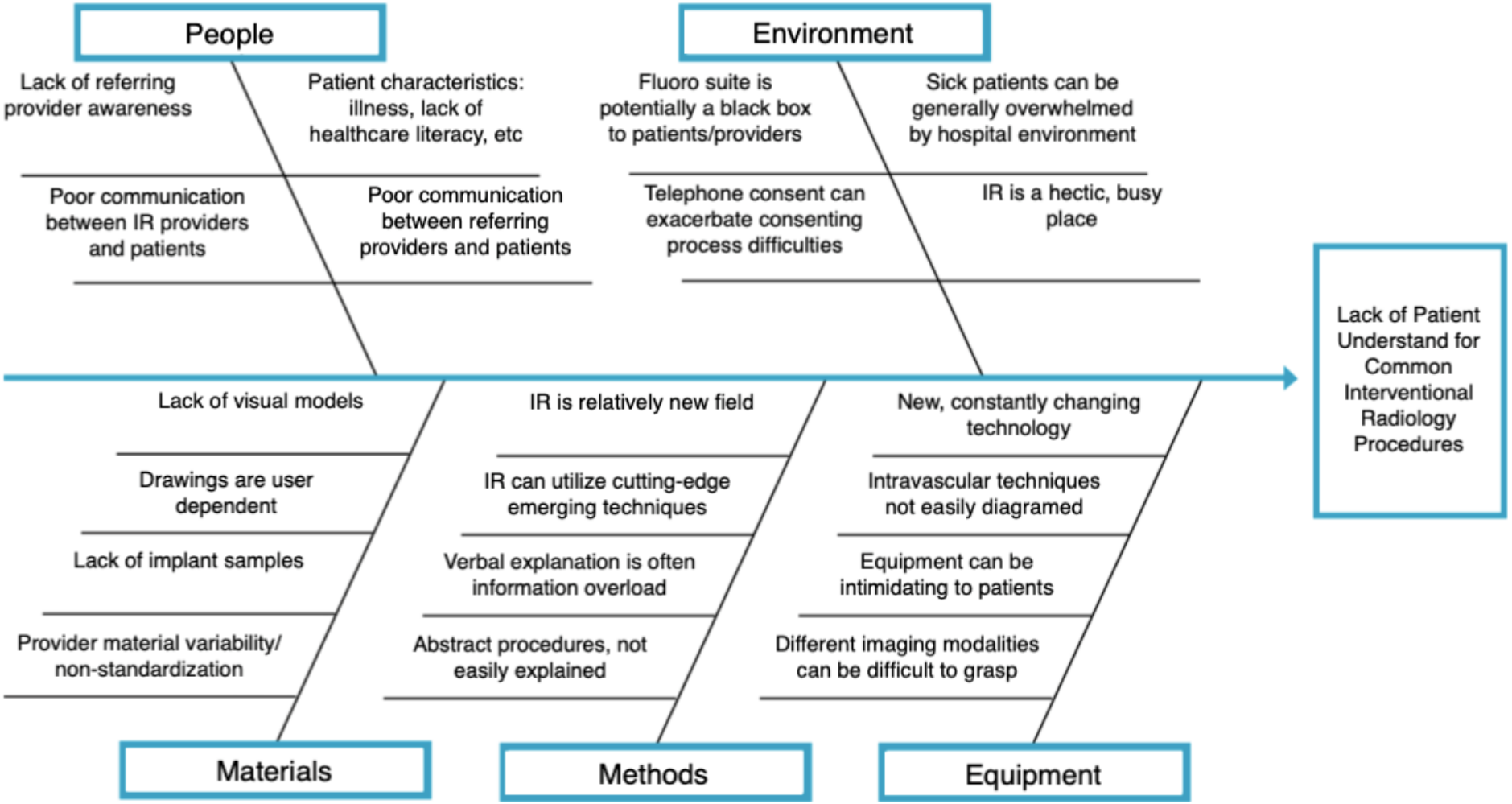
Problem Statement

At The Ohio State University, anecdotally, interventional radiologists have noticed a lack of patient understanding about their procedures, both before and after the operation, raising concern for insufficient informed consent as a potential consequence.

In response, we aim to increase patient understanding on surveys from a baseline median of 3.5 on a 5-point Likert scale to a goal of 5 by February 2021.

These procedures include: central line placement, port placement, port removal, ablation, TACE, and TARE.

What can lead to misunderstanding?



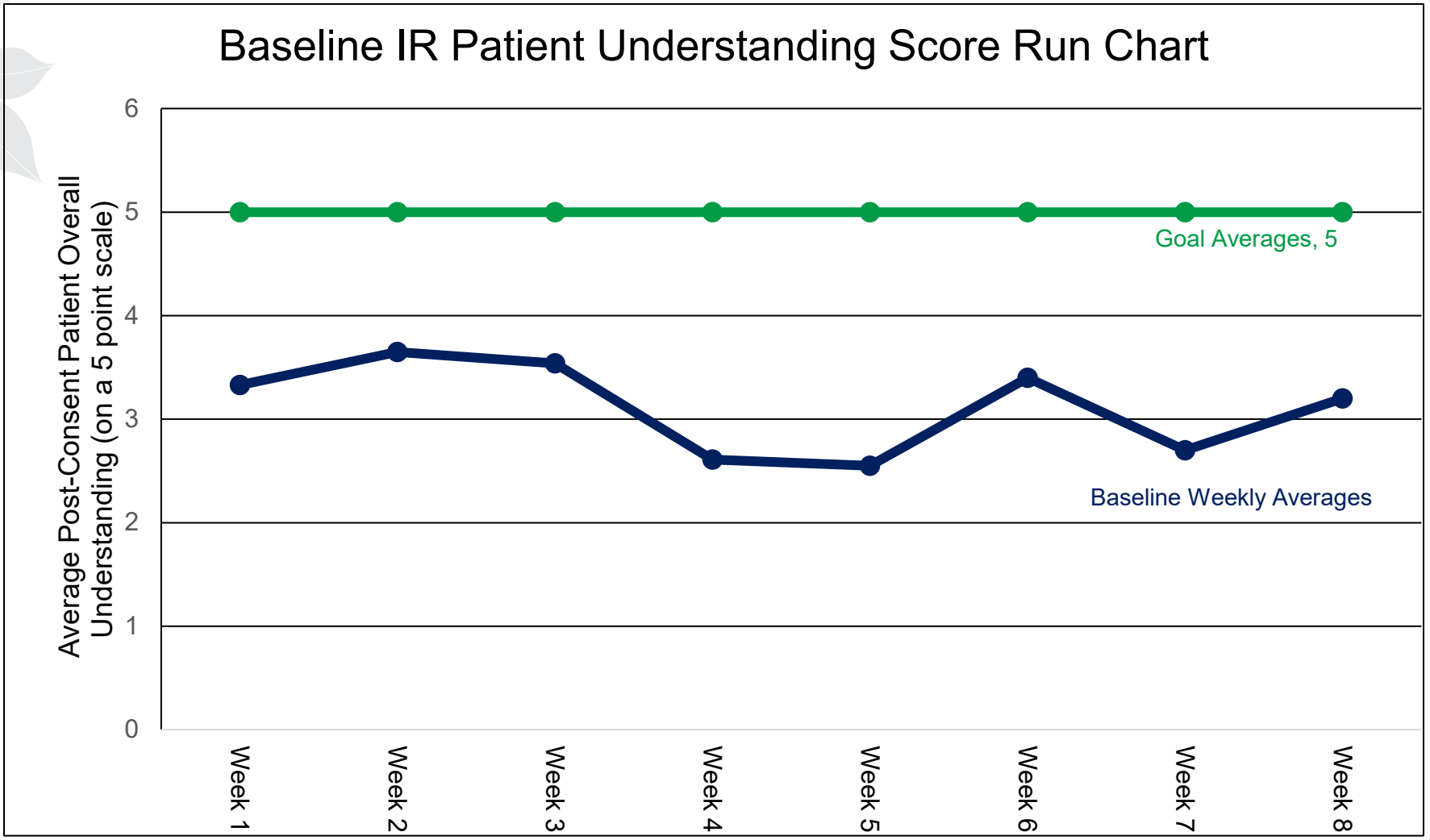
Cause and effect fishbone template from Institute for Healthcare Improvement www.IHI.org

Patient Survey

- The IR physician or resident obtained verbal consent.
- The patient was given the below survey to assess understanding before and after being consented.
- 1 is strongly negative. 5 is strongly positive.

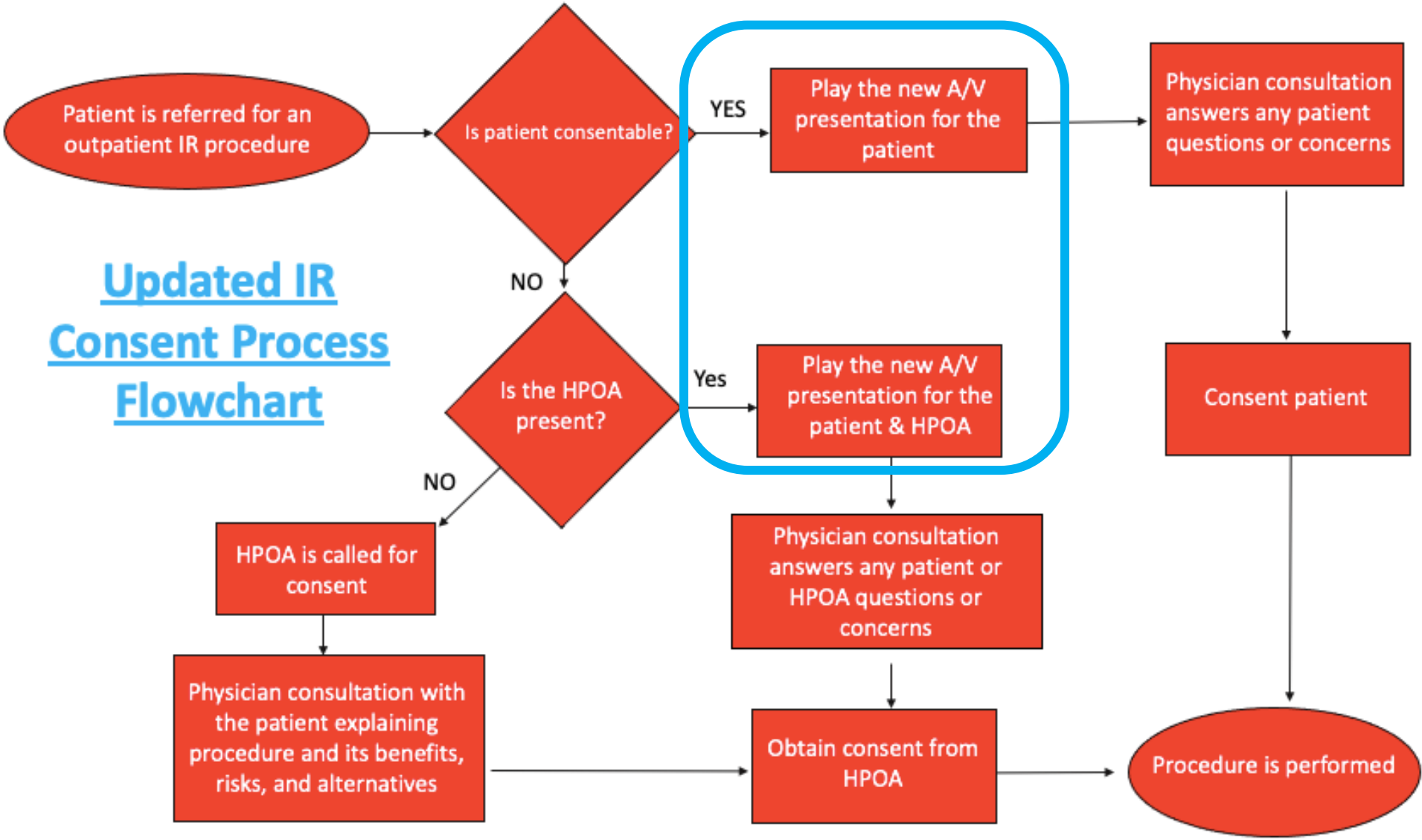
#	Question	Before Education	After Education
1	How would you rate your overall understanding of this procedure?	○ ○ ○ ○ ○ 1 2 3 4 5	○ ○ ○ ○ ○ 1 2 3 4 5
2	How would you rate your understanding of the anatomy/body structures involved?	○ ○ ○ ○ ○ 1 2 3 4 5	○ ○ ○ ○ ○ 1 2 3 4 5
3	How would you rate your understanding of the risks of the procedure?	○ ○ ○ ○ ○ 1 2 3 4 5	○ ○ ○ ○ ○ 1 2 3 4 5
4	How would you rate your understanding of the benefits of the procedure?	○ ○ ○ ○ ○ 1 2 3 4 5	○ ○ ○ ○ ○ 1 2 3 4 5
5	How would you rate your understanding of the alternatives to this procedure?	○ ○ ○ ○ ○ 1 2 3 4 5	○ ○ ○ ○ ○ 1 2 3 4 5
6	What is your overall satisfaction with the consultation/explanations?	○ ○ ○ ○ ○ 1 2 3 4 5	○ ○ ○ ○ ○ 1 2 3 4 5

Previous State (based on overall understanding*)



*For included procedures: central line placement, port placement, port removal, ablation, TACE, and TARE

Updated IR Consent Process Flowchart



We chose to focus on creating consistent, standardized provider to patient communication by creating patient-centric procedural videos

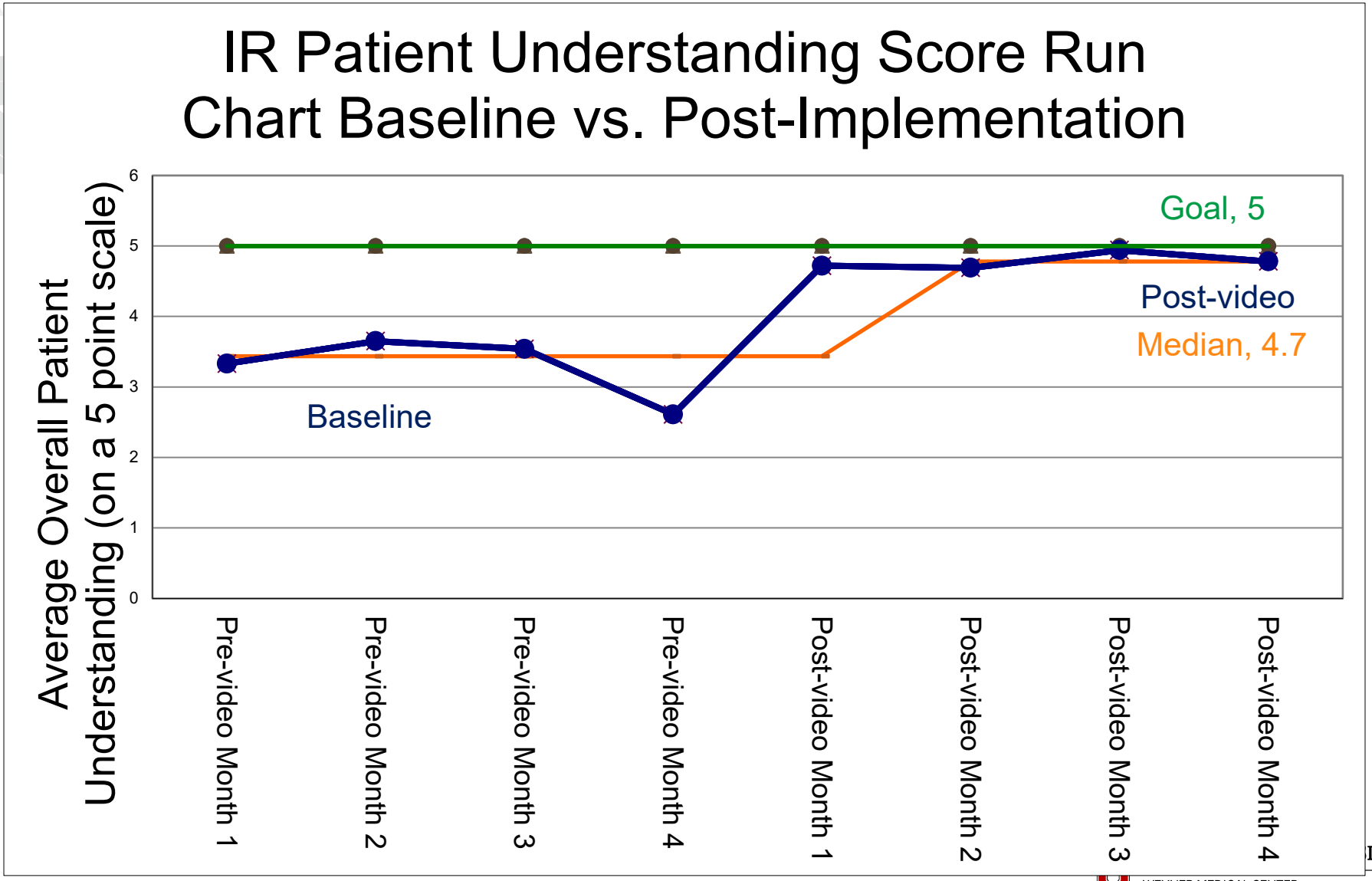
Video Creation & Implementation

- Dr. Makary and the OSUWMC Marketing Department created videos to aid the consenting process.
- After patient arrival to the preprocedural area, the patient was shown the video by a member of our team.
- After video completion, the patient was asked to voluntarily fill out an identical survey to the one administered to patients prior to video implementation (slide 4).

Videos

Scan for OSUWMC IR Video Playlist

Post Video Implementation Overall Understanding*



*Cumulative for included procedures: central line placement, port placement, port removal, ablation, TACE, and TARE

Conclusion

- A patient-centric audiovisual method of IR procedure explanation to establish informed consent can be superior to the traditional verbal methodology.

- This quality improvement project demonstrated that a multimedia presentation can improve patient understanding of the anatomy, risks, benefits, alternatives, and overall comprehension of common IR procedures.

- More data is needed to establish power for the individual procedures.