



Patient and Family Education: 24/7 with a Push of a Button

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Problem

Delivering consistent patient and family education while balancing a busy nursing schedule. Cumbersome video carts, lost videotapes, broken VCR's & damaged videotapes, and inconvenient schedules.



Solution

Purchase and implement on-demand digital video technology. Convert VHS videotapes into digital MPEG. Education and a relaxation channel are easily viewed via television (and computer) similar to the hotel experience.

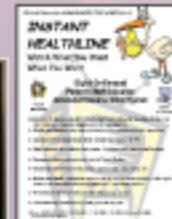
Implementation

We had to be creative to acquire the necessary funding. Communication at all steps of the process was crucial. Marketing was essential.



Barriers

Acquiring the necessary funding to obtain the technology. Prospect of increased workload. Interfacing of hospital systems and processes. Building an extensive video library to meet the needs of patients, families, and staff.



Results

- Digital education can be viewed "what you want, whenever you want"
- More effective use of staff's time.
- Documentation is automatically sent to printer in Nurse Station
- Vital usage reports (fig. 1) are broken down by unit (fig. 2)
- Over 150 titles in video library
- Relaxation channel added
- Welcome video produced

