

Abstract

Background and Purpose: Research shows that a lack of preoperative education and guidance about the postoperative recovery process leads to many questions as evidenced by patient emails, phone calls, and low patient satisfaction scores. The purpose of this quality improvement (QI) project was to assess the impact of an enhanced preoperative education toolkit on patient satisfaction and the number of patients to provider contacts concerning ACL reconstruction perioperative information.

Method: A post-test intervention was utilized. The setting was the Sports Medicine Division of a medium sized, urban community hospital in the Mid-Atlantic region of the United States. 17 patients met the inclusion criteria for this project. All 17 patients received the preoperative patient toolkit and were asked to complete the post test. The toolkit consisted of a preoperative education that included an explanation of the procedure with a video, generalized timeline of recovery, pain management plan, recovery and rehabilitation, and a deeper look into evidence-based practice. The post-test was a 7-question validated survey and the patient-initiated contact assessment compared patient-initiated contacts via the patient portal or documented telephone calls pertaining to ACL reconstruction perioperative information. A comparative group was evaluated through a retrospective chart review during the same 20-week period of the previous year.

Results: The toolkit was successfully deployed to all participants as well as the post-test survey which demonstrated a mean score of 1.70/2. The Fischer's Exact analysis did not demonstrate any clinical significance. However, the percentage of pre-intervention contacts versus the intervention group demonstrated a 17.6% reduction in the number of patient-initiated contacts.

Conclusions: This QI project illustrated the value of preoperative patient education as measured by patient satisfaction and a nearly 20% reduction in patient-initiated contacts.

Implications: Standardized preoperative patient education is a benefit not only to the patient but the provider as well, increasing workflow and increasing patient satisfaction. Preoperative patient education interventions that incorporate multimedia guidance about the postoperative recovery process can be an effective tool to optimize the postoperative course for ACL reconstruction patients.

Keywords: Preoperative Patient Education, ACL reconstruction, Multimedia Education, Standardized patient education, Patient Satisfaction