



REVISTA BRASILEIRA DE ANESTESIOLOGIA

Official Publication of the Brazilian Society of Anesthesiology
www.sba.com.br



SCIENTIFIC ARTICLE

Preoperative patient education: can we improve satisfaction and reduce anxiety?

Jaime Ortiz^{a,*}, Suwei Wang^b, MacArthur A. Elayda^b, Daniel A. Tolpin^c

^a Department of Anesthesiology, Baylor College of Medicine, Houston, USA

^b Division of Biostatistics and Epidemiology, Texas Heart Institute, St. Luke's Episcopal Hospital, Houston, USA

^c Department of Anesthesiology, Texas Heart Institute, St. Luke's Episcopal Hospital, Houston, USA

Received 24 June 2013; accepted 15 July 2013

Available online 29 October 2013

KEYWORDS

Preoperative assessment;
Patient education;
Patient satisfaction;
Anxiety

Abstract

Background and objectives: Patients' knowledge deficits concerning anesthesia and the anesthesiologist's role in their care may contribute to anxiety. The objective of this study was to develop anesthesia patient education materials that would help improve patient's satisfaction regarding their knowledge of the perioperative process and decrease anxiety in a community hospital with a large Spanish-speaking population.

Methods: A survey (Survey A) in English and Spanish was administered to all adult anesthesiology preoperative clinic patients during a 4-week period. The data were analyzed and then a patient education handout was developed in both English and Spanish to assist with our patients' major concerns. A second survey (Survey B) was administered that was completed after the education handout had been put into use at the clinic. The survey asked for basic demographic information and included questions on satisfaction with regard to understanding of anesthesia as well as worries regarding surgery and pain.

Results: In the patients who received the handout, statistically significant improvement was found in the questions that asked about satisfaction with regard to understanding of type of anesthesia, options for pain control, what patients are supposed to do on the day of surgery, and the amount of information given with regard to anesthetic plan. There was no difference in anxiety related to surgery in patients who received the educational handout compared to those patients who did not.

Conclusions: Patient education handouts improved patient's satisfaction regarding their knowledge of the perioperative process but did not reduce anxiety related to surgery.

© 2013 Sociedade Brasileira de Anestesiologia. Published by Elsevier Editora Ltda.

Este é um artigo Open Access sob a licença de [CC BY-NC-ND](https://creativecommons.org/licenses/by-nc-nd/4.0/)

* Corresponding author.

E-mails: jaimeo@bcm.edu, jaimeo@bcm.tmc.edu (J. Ortiz).

PALAVRAS-CHAVE

Avaliação
pré-operatória;
Informação ao
paciente;
Satisfação do
paciente;
Ansiedade

Informação pré-operatória ao paciente: podemos melhorar a satisfação e reduzir a ansiedade?

Resumo

Justificativa e objetivos: A falta de conhecimento dos pacientes em relação à anestesia e ao papel do anestesiológista em sua assistência pode contribuir para a ansiedade. O objetivo deste estudo foi desenvolver materiais explicativos para o paciente sobre a anestesia que poderiam ajudar a melhorar a satisfação do paciente em relação ao seu conhecimento do processo perioperatório e a diminuir a ansiedade em hospital comunitário com uma grande população de língua espanhola.

Métodos: Durante um período de quatro semanas, uma pesquisa (Pesquisa A) em inglês e espanhol foi realizada no período pré-operatório com todos os pacientes adultos que seriam submetidos à anestesia. Os dados foram analisados e, posteriormente, um folheto explicativo foi desenvolvido em inglês e espanhol para esclarecer as principais preocupações dos pacientes. Uma segunda pesquisa (Pesquisa B) foi realizada e concluída após a colocação do folheto explicativo em uso na clínica. A pesquisa investigou as informações demográficas básicas e incluiu perguntas sobre a satisfação relacionada à compreensão da anestesia, bem como as preocupações com a cirurgia e a dor.

Resultados: Nos pacientes que receberam o folheto houve melhora estatisticamente significativa em relação às perguntas sobre a satisfação com a compreensão do tipo de anestesia, as opções para o controle da dor, o que os pacientes deveriam fazer no dia da cirurgia, bem como a quantidade de informações prestadas sobre o plano anestésico. Não houve diferença na ansiedade relacionada à cirurgia entre os pacientes que receberam e os que não receberam o folheto educativo.

Conclusões: Os folhetos explicativos melhoraram a satisfação do paciente em relação ao conhecimento do processo perioperatório, mas não reduziram a ansiedade relacionada à cirurgia.

© 2013 Sociedade Brasileira de Anestesiologia. Publicado por Elsevier Editora Ltda.

Este é um artigo Open Access sob a licença de [CC BY-NC-ND](#)

Introduction

One of the goals of preoperative anesthesia consultation is reassuring the patient and reducing anxiety.¹ Anxiety has been associated with several pathophysiological responses such as hypertension and dysrhythmias, which can increase perioperative morbidity.² Patients' knowledge deficits concerning anesthesia and the anesthesiologist's role in their care may contribute to these fears and anxieties. Previous patient surveys concerning anesthesia revealed that patients are very fearful of death during anesthesia (8–55%), awakening during anesthesia (5–54%), experiencing postoperative pain (5–65%), and experiencing postoperative nausea (5–48%).^{1,3}

Patients typically have only one preoperative visit with a member of the anesthesia team prior to surgery. This takes place either in a preoperative clinic visit or the night before their surgery if they are inpatients. Some patients, especially those deemed healthy or undergoing uncomplicated procedures, may only meet a member of the anesthesia team immediately prior to surgery. Because of the limited interactions between patients and anesthesiologists, different methods of communication have been utilized to pass on information regarding anesthesia to patients, including handouts, videos, and the internet. Fitzgerald and Elder⁴ reported that a one-page handout that explained anesthesia and discussed common patient fears associated with anesthesia and surgery resulted in a statistically significant reduction in patient fears in over 40% of patients studied.

Other investigators have reported beneficial outcomes after presenting a video with information concerning anesthesia to patients before their surgery.^{1,5,6}

We are unaware of any previous studies that have examined patient's knowledge of anesthesia and their fears associated with anesthesia conducted in a community hospital with a large Spanish-speaking population. Our hypothesis was that the development and use of anesthesia patient education materials in English and Spanish given to patients in the anesthesiology preoperative clinic would help improve patient's satisfaction regarding their knowledge of the perioperative process and decrease anxiety within the community hospital setting.

Methods

A survey was developed in order to assess the level of understanding of our patients with regard to anesthesia and surgery and the level of anxiety associated with the perioperative period. After approval by the Baylor College of Medicine IRB in February 2010, our survey was administered to patients presenting to the Ben Taub General Hospital anesthesiology preoperative clinic during a 4-week period in April 2010. The IRB waived the requirement for written consent. The survey was anonymous and optional, and it included a statement of the purpose of the survey and that the information collected anonymously would be used for research purposes only. By completing the survey and returning it to their anesthesiologist, the patients were providing

Download English Version:

<https://daneshyari.com/en/article/2750262>

Download Persian Version:

<https://daneshyari.com/article/2750262>

[Daneshyari.com](https://daneshyari.com)