A Change to Wait is a Chance to Educate: Exploring Virtual Technology for the Delivery of Patient Health and Wellness Information at Mayo Clinic

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Mayo Clinic in Arizona

Objective

Methods

Results

Conclusions

The group gathered various virtual devices (including MP3 players, (PLAYAWAY®), and tablet computers (IPads®) to determine which devices were easiest to use, cost considerations, time of demonstration project, and amount and type of education necessary for the devices chosen. Due to the lower cost of MP3 technology, the group decided to purchase 30 devices for use in targeted areas of the Clinic with costs ranging from $15-$25 per unit. The areas targeted for the initial project were the areas in which patients and families spend the largest amount of time waiting for procedures to be completed: Radiation Oncology, Chemotherapy Unit, Endoscopy, Dermatology/MSK’s surgery, and Ophthalmology.

Initial titles chosen were those that were available from the PLAYAWAY® roster of titles and focused on decreasing the patient and family members’ stress through guided imagery and music on a variety of topics. The group wanted to further amplify the content by adding specific content in tapes (provided by the PLAYAWAY® company) such as yoga, Tai Chi, guided imagery, and meditation, travel, history, and health and wellness topics. The devices and the initial selections were approved for distribution among our patients and family members by the Patient and Health Education Subcommittee.

With the support of the Integrative Medicine Subcommitte, an interdisciplinary group was formed to work collaboratively to review and choose virtual technologies best suited for the population of patients that we serve.

- Larry B. Bergstrom, MD – Integrative Medicine
- David V. Cose – Operations Administrator
- Carol Ann Atwood, MLS, AHIP, MPH, RN, C – Medical Librarian
- Kay E. Wellik, MLS, AHIP – Director of Libraries
- Stephen M. Swivel, MSN, RN, CDE – Clinical and Patient Education
- Karen M. Seifert, MSN, RN, CDE – Clinical and Patient Education
- Kay E. Wellik, MLS, AHIP – Director of Libraries
- Tyson Rhee – Historical Unit

Technologies explored were Notebook computers, MP3 players, and iPads tablets. The Patient and Health Education Library and the Patient and Health Education Subcommittee reviewed, evaluated and approved content provided. Because of concerns regarding cost per unit, education required, and length of time the demonstration project from that moment PLAYAWAY®, preloaded MP3 players were chosen for usage. Content was to be reviewed on an confidential basis to evaluate results and would cover the topics of health and wellness, stress management strategies, marketing Mayo Clinic historical information and tours of artwork within the facility.

With each device checked out, an evaluation was given to the user to cover with quality waiting time options, a grant proposal was written and approved through The Clinical Practice Innovation Grant program at Mayo Clinic to provide educational and relaxation/stress management content utilizing virtual devices that could be used throughout the facility, away from the confines of the Patient and Health Education Library.

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Methods

The following graphs include information from patient and family member evaluations. The total number of devices checked out during the four month evaluation period was 230. Of that number, there were a total of 517 usage days. There were 169 evaluations returned (76.8% completion rate).

At the end of the study and after careful review of the evaluation data, the following found the education and/or reported:

- Improved episodes of care with decreased stress and anxiety reported by PLAYAWAY® users
- Increased visibility of the resources found in the Patient and Health Education Library
- Helped to introduce relaxation techniques during waiting times
- Encouraged patients to report experiences with new technology for information sharing
- Loss/breakage was minimal
- Popular titles were reordered and other titles added dependent upon patient and family member input
- Multiple day usage will be explored for future utilization
- Testing will be conducted on PLAYAWAY® video units as they are available
- Plans currently underway to maintain current program and expand to hospital and primary care settings