Electronic and multi-media educational resources have been shown to be effective in a number of clinical venues\(^{10-12}\). Using a on topics such as smoking cessation and risk factors for cardiovascular disease, but have tended to employ traditional media\(^7-9\) during Observation Unit stays. Prior studies have investigated using an Observation Unit stay as a chance to educate patients and popularity of Observation Units, there exists a new and potentially powerful opportunity to provide patient education satisfaction when compared to traditional inpatient care\(^1-4\). Additional research has demonstrated the clear role that stay, improving efficiency, and lowering costs, Emergency Department Observation Units have been shown to improve patient and finding ways to explain otherwise confusing or unfamiliar terms in accessible and clear ways.

The purpose of this project is to investigate whether providing patient education using audio-visual media can result in better patient comprehension of their condition and improved patient satisfaction. The use of Emergency Department Observation units is a rapidly growing phenomenon whereby patients can be observed and monitored while awaiting tests or re-evaluation that will occur in the short term. This time under observation, while patients are waiting for results, re-evaluation, or another test, serves as an ideal opportunity to provide patients with clear and accessible education into the conditions that prompted their evaluation and the test and/or examinations that will be used to determine their ultimate diagnosis and disposition.

Specifically, this project will start by providing education for one of the most common Emergency Department complaints and one of the most common uses of the ED Observation Unit, chest pain and evaluating for myocardial infarction. It is our hypothesis that by providing education about causes of chest pain, the rationale behind serial cardiac enzyme monitoring and other diagnostic methods, and the purpose of the observation unit, patients will not only report better understanding of their overall condition and purpose of their observation stay, but will also report higher satisfaction with their experience overall.

Specifically, we plan on creating a brief, multi-media video presentation incorporating images, animations, and spoken information that describes the purpose of the Emergency Department Observation Unit in evaluating chest pain, possible causes of chest pain, and some of the diagnostic modalities that are often employed during a chest pain evaluation. Half of the patients will receive the standard treatment and education. The other half of the patients will be asked to watch the multi-media presentation. We will then compare the overall understanding and satisfaction between the two groups of patients.

The use of Emergency Department Observation Units has dramatically increased. In fact, nearly one-third of all Emergency Departments in the United States have an Observation Unit\(^5\). In addition to decreasing the average length of stay, improving efficiency, and lowering costs, Emergency Department Observation Units have been shown to improve patient satisfaction when compared to traditional inpatient care\(^4\). Additional research has demonstrated the clear role that communication and expectation management play in determining patient satisfaction\(^5,6\). As a result of the increased utilization and popularity of Observation Units, there exists a new and potentially powerful opportunity to provide patient education during Observation Unit stays. Prior studies have investigated using an Observation Unit stay as a chance to educate patients on topics such as smoking cessation and risk factors for cardiovascular disease, but have tended to employ traditional media\(^7\).

Electronic and multi-media educational resources have been shown to be effective in a number of clinical venues\(^10-12\). Using a
brief multi-media presentation, this project will investigate whether providing education to patients admitted to an Observation Unit with chest pain will result not only in better understanding of their condition and the purpose of their Observation Unit stay, but also in improved patient satisfaction ratings.


8. What do you hope to learn through this opportunity in terms of instruction as well the structure of the experience?

One of the most rewarding aspects of clinical care is finding ways to work with any given patient to provide clear explanations and answers in a way that addresses their questions, fears, and concerns and ultimately leads to better experiences during some of their most difficult and confusing times. On a personal level, this project would provide me with an opportunity to develop a presentation and program that would help to educate patients about one of the most common Emergency Department complaints and the role of an Emergency Department Observation Unit, a concept that is often confusing for patients. It is my hope that this would lead to improved patient understanding and satisfaction with their hospital stay.

I often find myself wishing I had more time to educate my patients using interactive and fun technologies. This project, if successful, could help to supplement in person physician-patient communication and education that is so often lacking from modern medical care. On a professional and academic level, this project would provide me with an incredible opportunity to develop and implement a research study from start to finish, under the guidance of talented and accomplished mentors and faculty. While I have been involved in a variety of research projects in the past, being awarded a grant by the Center of Expertise would allow me to run a research study on a more professional level. With a source of funding, I could create an engaging multi-media presentation, enroll the necessary number of patients, and run a study which could produce valuable data. I believe that this project has important implications for both the Emergency Department and the patients we care for. A grant from the Partners Center of Expertise would allow me to rigorously investigate my hypothesis and produce a quality research study.

9. Disclosure of other funding sources: If you receive this funding will it augment other funding applied for or received. Please explain below.

COE grant would be sole funding source

10. Each applicant must provide an endorsement from your Program Director your the project mentor. Please provide the name of these individuals. Endorsements may be emailed to CentersofExpertise@partners.org.

Program Director: - Eric Nadel, MD
Project Mentor: - James Kimo Takayasu, MD

11. Please add me to the distribution list for future Center of Expertise announcements for:

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