

Giving Patients A Voice: The Use of Technology in the Post-Anesthesia Care Unit (PACU) for Patients with Head and Neck Cancer

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Goals & Objectives

- To utilize innovative technology to improve post-operative communication for our patients that underwent surgery that resulted in impaired verbal communication

PRIMARY OBJECTIVE

- Test the feasibility of using an iPad with the app Proloquo2Go™ as a communication tool with patients in the immediate post-operative setting

SECONDARY OBJECTIVE

- Assess patient satisfaction with the iPad and app as a communication tool.

Design & Intervention

DESIGN

- This was a feasibility study. A convenience sample of patients (25) with head and neck cancer, scheduled for a procedure that resulted in altered communication, were eligible to participate

INTERVENTION

- The iPad with customized Proloquo2Go™ software

Assessment & Evaluation Plan

- To measure the feasibility of this protocol, questionnaires were administered to each patient by the RN at 3 time points:
 - Pre-surgery
 - PACU discharge
 - 1-4 days post-op (convenience sample)
- Questions were multiple choice and open ended, addressing concerns with communicating, helpfulness of the iPad and application in the immediate post-operative period and suggestions for improving communication

Protocol Outcomes



Success = 50% of patients able to use the device in the PACU setting

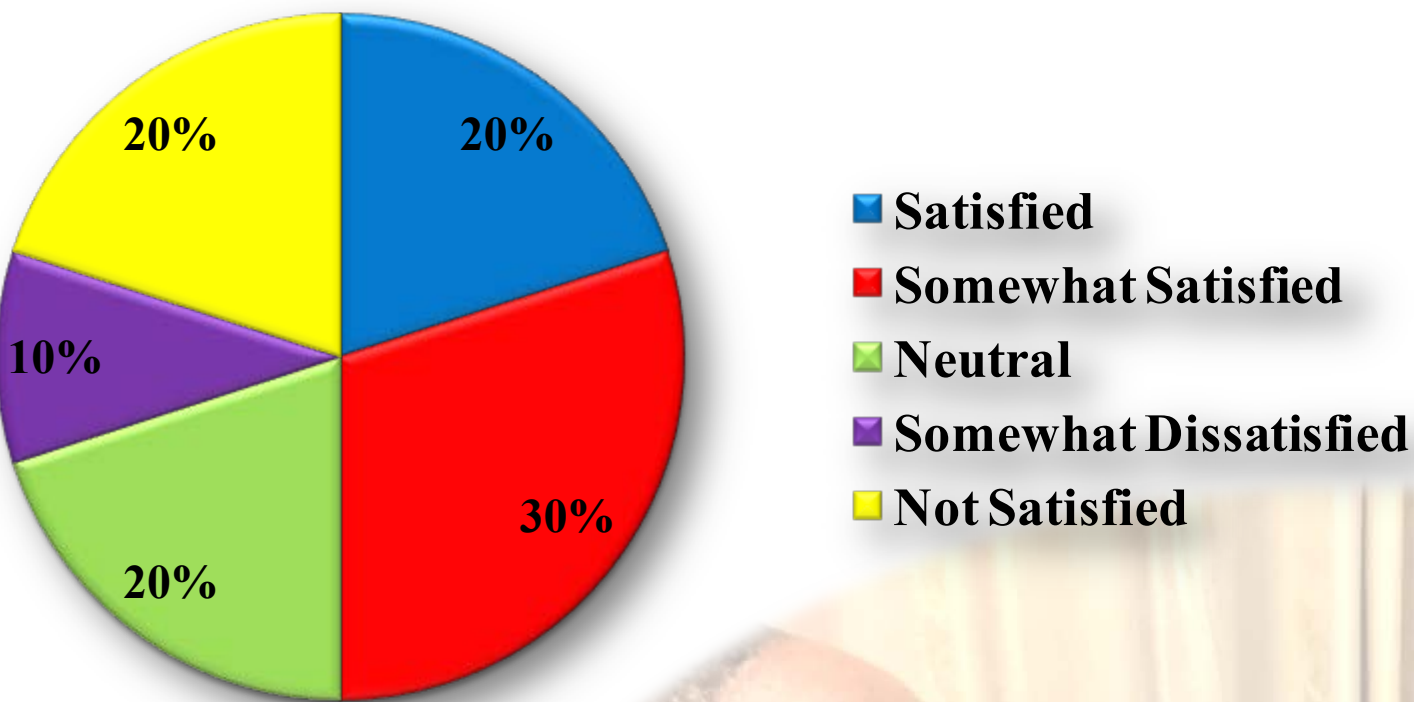


Success = 50% of patients satisfied with using the device in the PACU setting

Patient Satisfaction

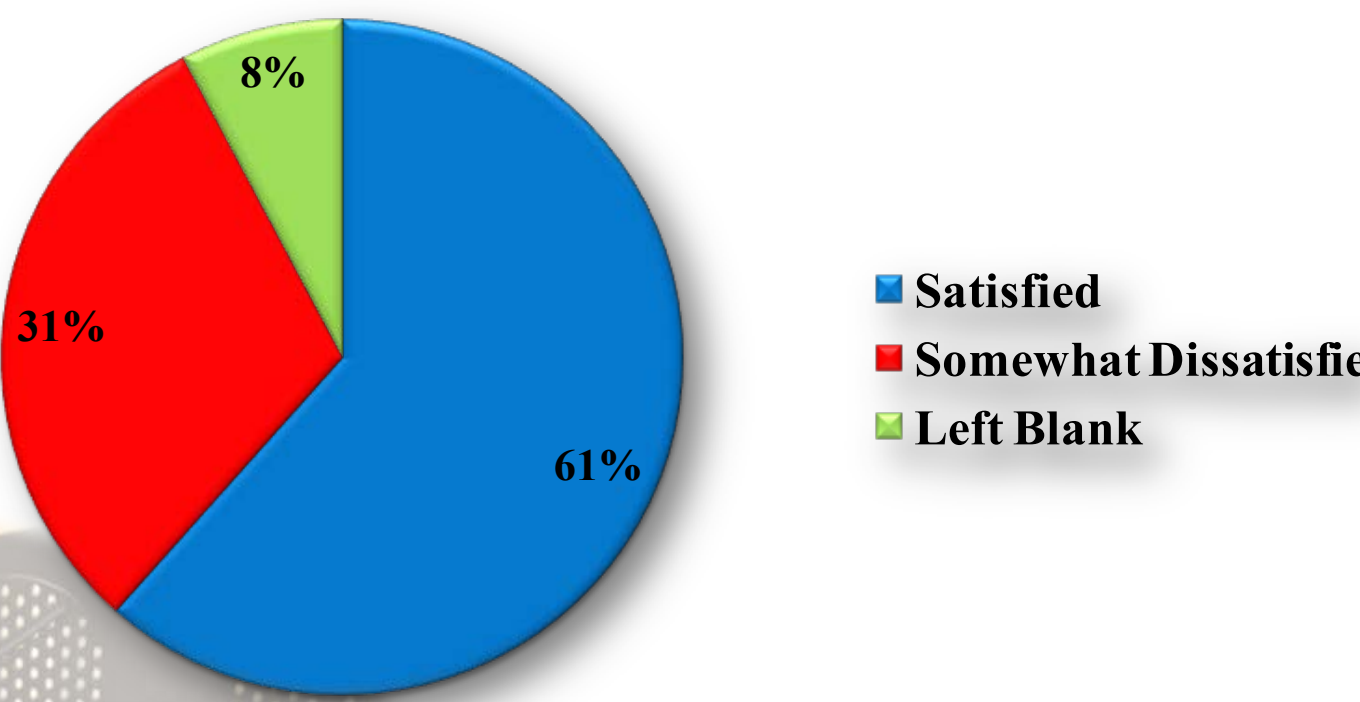
Overall, how satisfied were you with using the computer tablet to communicate after surgery?

Patients *somewhat concerned* with communicating after surgery



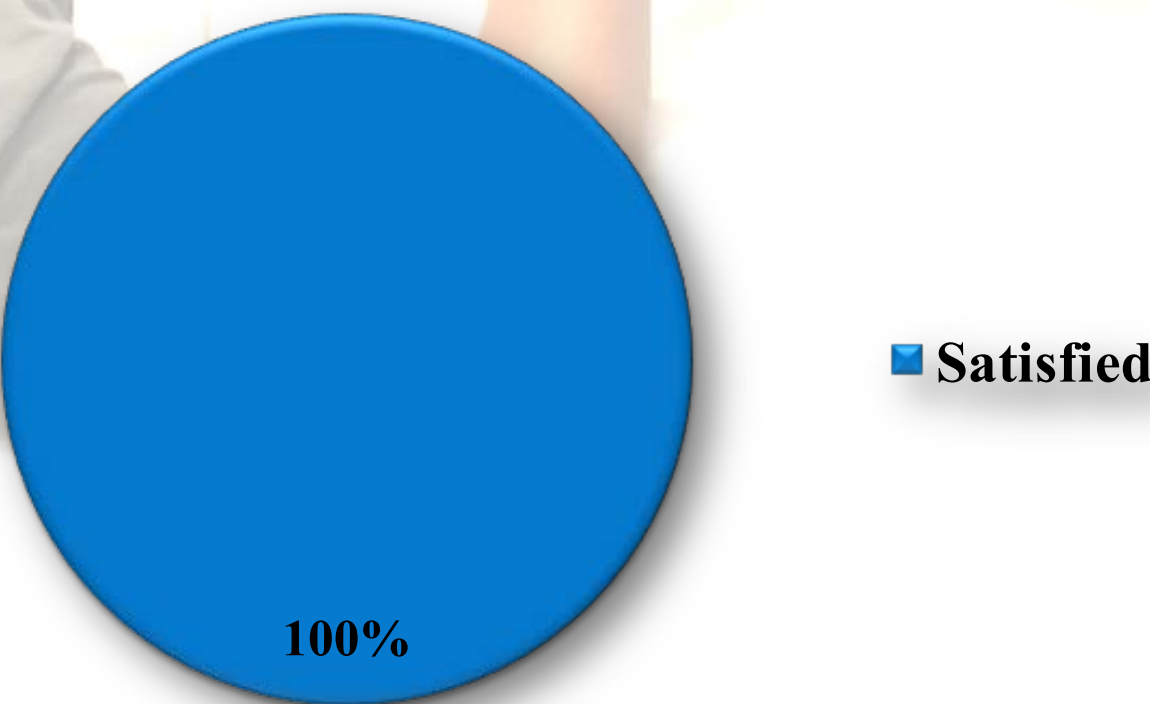
Patients who claimed that they were only somewhat concerned about communicating postoperatively gave more evenly spread answers related to how satisfied they were with using the iPad

Patients *very concerned* with communicating after surgery

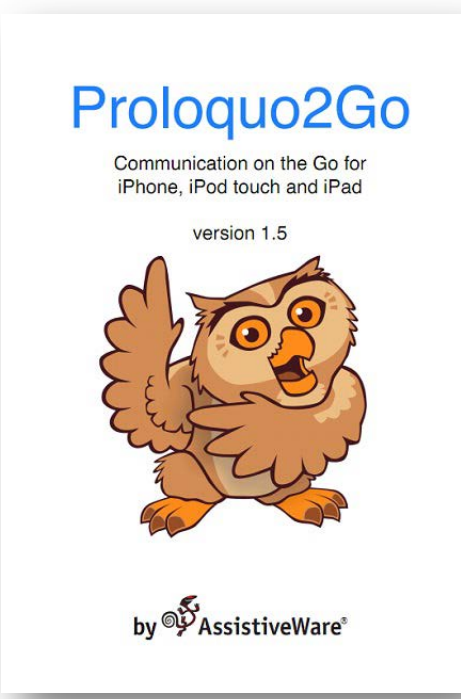


61% of patients who claimed that they were very concerned about communicating postoperatively rated that they were “satisfied” with using the iPad (4 on a 0-4 scale)

Patients *not concerned* with communicating after surgery



All of the patients who claimed that they were not concerned about communicating postoperatively rated that they were “satisfied” with using the iPad
Things to think about: Patients who were very concerned and patients who were not concerned seemed to benefit most from the iPad.



Proloquo2Go™ - App Customization

