**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

All of the patients who claimed that they were not concerned about communicating postoperatively rated that they were “satisfied” with using the iPad.

61% of patients who claimed that they were very concerned about communicating postoperatively gave more evenly spread answers related to how satisfied they were 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.

**Patient Satisfaction**

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

<table>
<thead>
<tr>
<th>Satisfaction</th>
<th>Patients somewhat concerned/with communicating after surgery</th>
<th>Patients very concerned/with communicating after surgery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied</td>
<td>24%</td>
<td>24%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>24%</td>
<td>24%</td>
</tr>
<tr>
<td>Neutral</td>
<td>15%</td>
<td>8%</td>
</tr>
<tr>
<td>Somewhat Dissatisfied</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>Not Satisfied</td>
<td>10%</td>
<td>15%</td>
</tr>
</tbody>
</table>

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

Theresa Brunner, Kristyn DiFortuna, Michael LeTang, Bonnie Monson, Jane Murphy, Kara Stemplewicz, Magda Kovacs, Lyndsay West, Pamela Ginex, Antonio DeRosa, Donna Gibson, Sarah Jewell, Singh Bhuvanesh