Fostering Patient and Family Partnerships in Critical Care: Adopting an Online Interface

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Background

- Intensive Care Unit (ICU) admissions are emotionally distressing for patients and their families, making it difficult to retain information\(^1\)
- Patient education is commonly delivered through verbalization or pamphlets
- There is increasing interest in multimedia to enhance understanding, information retention, and improve patient satisfaction\(^2\)

Problem

- In 2017, Langara students revised St. Paul’s Hospital ICU’s “For Patients and Families” handbook to integrate patient and family input
- An efficient proxy of the handbook was required due to an immense amount of content and a time-consuming search for answers
- The hospital’s convoluted website failed to incorporate patient and family-centered care (PFCC) and was not in accordance with the handbook

Aim

To design a website through evidence informed strategies, and tailor its content to promote collaboration among patients, families and the healthcare team in a critical care setting.

Procedure

1. Meetings with the multidisciplinary team and Patient Family Partners (PFP) to assess common questions, needs, and values of patients and families in the critical care setting
2. Review of literature on multimedia usage in healthcare, and design principles that promote ease of use and comprehension
3. Revision of content from existing website and ICU handbook
   - Tailored to the needs of patients and family members
   - Improved readability
4. Redesign of website layout using evidenced informed strategies
   - Simple and minimal: The Five Second Rule\(^3\)
   - Content embedding through layering and hyperlinks: "Bite, Snack, Meal"\(^3\)
5. Editing by PFP and the multidisciplinary team through conjoint and collaborative meetings

Outcomes

- Increased awareness among the multidisciplinary team on multimedia usage for knowledge transmission and resource allocation
- Provided a sustainable platform for updates on information in the ICU
- Implementation of PFCC into the development of an online medium
- Facilitated mutually beneficial partnerships between patients, families and the healthcare team

Implications

- Aids patients and families in navigating the complexities of the critical care setting
- Immediate retrieval of information about care in the ICU, without the intervention of the healthcare team
- Improved information accessibility for family members unable to attend the bedside
- Communication of knowledge that caters to different learning styles
  - Videos, audio segments, animations, and print

References


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