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SERVICES

# Elmhurst Hospital Center

## ► Interactive Patient Education System Saves Lives, Boosts Patient Satisfaction at Elmhurst Hospital Center



*Patients at Elmhurst Hospital Center play a more pivotal part in their health, wellness and recovery through the hospital's interactive patient education system.*

Patients often feel as if they have little control when in the hospital. However, patients at Elmhurst Hospital Center play a more pivotal part in their health, wellness and recovery with the click of a remote control, through the hospital's interactive patient education system. Offering on-demand patient education content provided by TeleHealth Services' TIGR® system, in four different languages, Elmhurst's use of this system places them on the cutting-edge of patient education delivery. Dimitra Limperopolous, Director, Special Projects Unit and champion user of TeleHealth's interactive patient education system, who credits the information patients have obtained through these videos in saving lives.

The educational videos shown at Elmhurst, a 545-bed member hospital of the New York City Health and Hospitals Corporation (HHC), are one of the many services provided by the TIGR system. The on-demand patient and staff interactive education system was implemented to provide consistent education to diverse populations, aid in Joint Commission accreditation, and to provide clinical efficiencies for clinical staff. The streamlined processes also played a role in the

hospital's Magnet designation. In addition to utilizing patient education videos from TeleHealth, Elmhurst's staff also use the marquee aspect of TIGR. Eye-catching flat panel TVs in all elevator banks in the main building and at the information desks advertise general information and activities to help drive the hospital's brand. "It's like a digital signage solution, but on a TV system scrolling 24/7," said Limperopolous.

### Track Record of Success

The hospital, located in Queens, NY, has a track record of more than seven years of success partnering with Raleigh, NC-based TeleHealth Services to increase its patient education initiatives. Previously, nurses distributed educational pamphlets and showed educational videos via rolling TV/VCR carts to groups of patients in waiting areas and lounges. In 2002, Elmhurst launched the TIGR platform hospital-wide and Limperopolous took "the show on the road," educating all administrative and nursing staff on the full capabilities of the system.

Not surprising for a hospital with Magnet accreditation – the gold standard of nursing excellence – executive leadership, including the Chief Nursing Officer, helped champion the system. "Our leadership found the system to be essential for our patients and helped promote it to the clinicians, which is absolutely necessary for a program to be fully adopted and successful," Limperopolous said.

Today, bedside healthcare TVs in all patient rooms provide customized education plans via the TIGR system. Patients have access to more than 400 free educational videos, and nurses prescribe curriculums for patients to watch at the optimal teaching moment to increase their comprehension and knowledge about their current condition and recovery. The 10-15 minute videos cover the gamut from pain management

to living with diabetes, congestive heart failure, cancer and stroke. Behavioral health patients can also view all topics, including special mental health videos, in the common areas in the behavioral health units.

### Personal Touch

In order to aid in patient retention, Limperopolous' Special Projects Unit, along with the Quality Management, Nursing and Safety Departments, developed a 9-minute patient orientation video for new patients. At admission, a staff member from the Patient Relations Department informs each patient about the TIGR educational videos and orders the patient orientation video in one of four different languages.

The Patient Relations Department is the greatest user of the TIGR system, orienting almost 63,000 hospital visitors a year at Elmhurst, with med/surg close behind. Staff in the OB/GYN unit employ breast feeding videos in group sessions and on rounds, and also use videos to teach new mothers vital cardiopulmonary resuscitation (CPR) for newborns.

Prior to the TIGR system being installed, the OB/GYN nurses had only one copy of the Infant CPR video, so there was a high probability that expectant and new mothers might not be able to view the video during their stay. Putting the Infant CPR video on demand allowed the nurses to play the video at the patient's bedside at any time during their stay and track viewership with a robust selection of online reporting. Because of the availability of the video, two mothers were able to save the lives of their children due to the skills they learned from watching the videos. "Both mothers brought their babies into our Emergency Dept for further evaluation after performing CPR to their babies," said Limperopolous. "The head nurse of OB/GYN was then contacted by our Emergency Department and both mothers expressed how they were



*“Both mothers brought their babies into our Emergency Dept for further evaluation after performing CPR to their babies”*

Dimitra Limperopolous  
Director, Special Projects Unit

able to perform CPR on their infants because of the education video they were shown while they were in-patients at our hospital.”

Queens is one of the most ethnically diverse communities in the world, with English, Spanish, Bengali and Chinese being the most common languages spoken at Elmhurst. “It’s challenging to deliver all of the knowledge that we want to give them,” said Limperopolous. “By providing videos in all of the languages we see on a daily basis at the hospital, we’re better positioned to educate our patients and give them the tools they need for a quick recovery, regardless of the language they speak.” Voiceovers are done for languages that are particularly difficult to obtain. This greatly increases the health literacy of their ethnic populations. Staff videos and PowerPoint presentations also can be uploaded and added to the library, increasing the content available, and providing intricate details for conditions.

Aside from boosting patient education, Elmhurst staff uses the system to improve patient satisfaction and HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) scores. A 12-question patient comprehension questionnaire is distributed via the TIGR system directly following the videos. If patients answer incorrectly, the clinical staff can make sure follow up with the patient and reinforce any points. This allows for the clinical staff to focus their resources on clinical tasks,

saving valuable time and driving healthcare costs down.

Elmhurst also employs patient satisfaction surveys to aid in proactive satisfaction initiatives. If the patient answers “below satisfactory” on a question, the system notifies—by multiple methods—nursing, the proper department, the Patient Relations Department, Limperopolous, and even the Chief Operating Officer, allowing them to deal with the issue immediately. This automated service recovery helps ensure a positive patient experience. “We love the fact that the system gives us real-time responses, and our patients love it because they feel as though we’re truly listening to them - because we are,” Limperopolous said. “It makes a big difference in both the patient’s experience and the clinician’s growth as a care giving professional.”

### Superior Results

The TIGR system continues to produce excellent results at Elmhurst Hospital Center. Patient education through video usage increased 93 percent since the upgrade to the TIGR system in 2002. Patient satisfaction levels have increased by double digits year after year. Through June 2010, HCAHPS scores on “Patient’s Likelihood to Recommend the Hospital” increased 27 percent since the inpatient TIGR satisfaction survey was introduced in January 2008. HCAHPS scores on “Nurses Listening Carefully to Patients” increased 15 percent since the TIGR survey notification tool was first employed in October 2008.

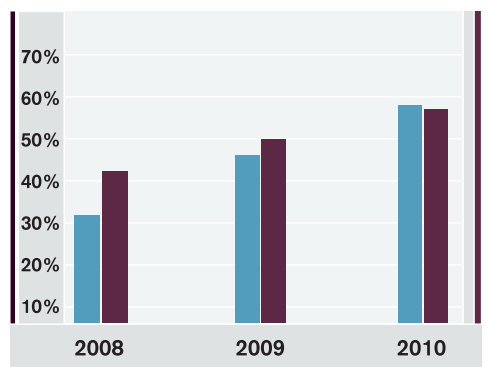
“As far as I know, there is no other company like TeleHealth that offers so many services,” Limperopolous said. “TIGR is so easy to use and you can access it from anywhere in the hospital.” Elmhurst is leading the way among its sister HHC hospitals in utilizing the TIGR solution. Limperopolous has done presentations for staff at other hospitals across the country on the benefits of an interactive education system. Other facility’s staff have also conducted site visits to view the system at Elmhurst because “they’ve heard how much we use and love it,” she said.

### On the Horizon

Elmhurst staff is looking forward to wringing even more success out of the TIGR system, upgrading to the newly released version 7 and replacing bulky 13-inch TVs in patient rooms with larger and sleeker flat-screen TVs. Staff are continuously learning more about the exam functionality of the system to test patients’ comprehension of the educational videos. Leadership anticipates adding more languages to accommodate the hospital’s diverse patient population.

Currently TIGR interfaces with Elmhurst’s Unity automated registration system. When admissions staff registers patients in the system and assigns them to specific beds, the information goes directly to the TIGR system to streamline the whole process. Further automation and integration with the hospital’s EMR are planned, adding an additional automation component.

“If you really value your patients, their care and providing health information to them, you should invest in a system that gives them the bedside ability to do it for themselves,” Limperopolous said. “At Elmhurst, we are committed to providing our patients and their families with all the resources possible to learn about their healthcare. That’s why we offer TIGR.”



■ Patients who reported YES, they would definitely recommend the hospital.

■ Patients who reported that their nurses "Always" communicated well.