

Improved Patient Understanding of Discharge Instructions

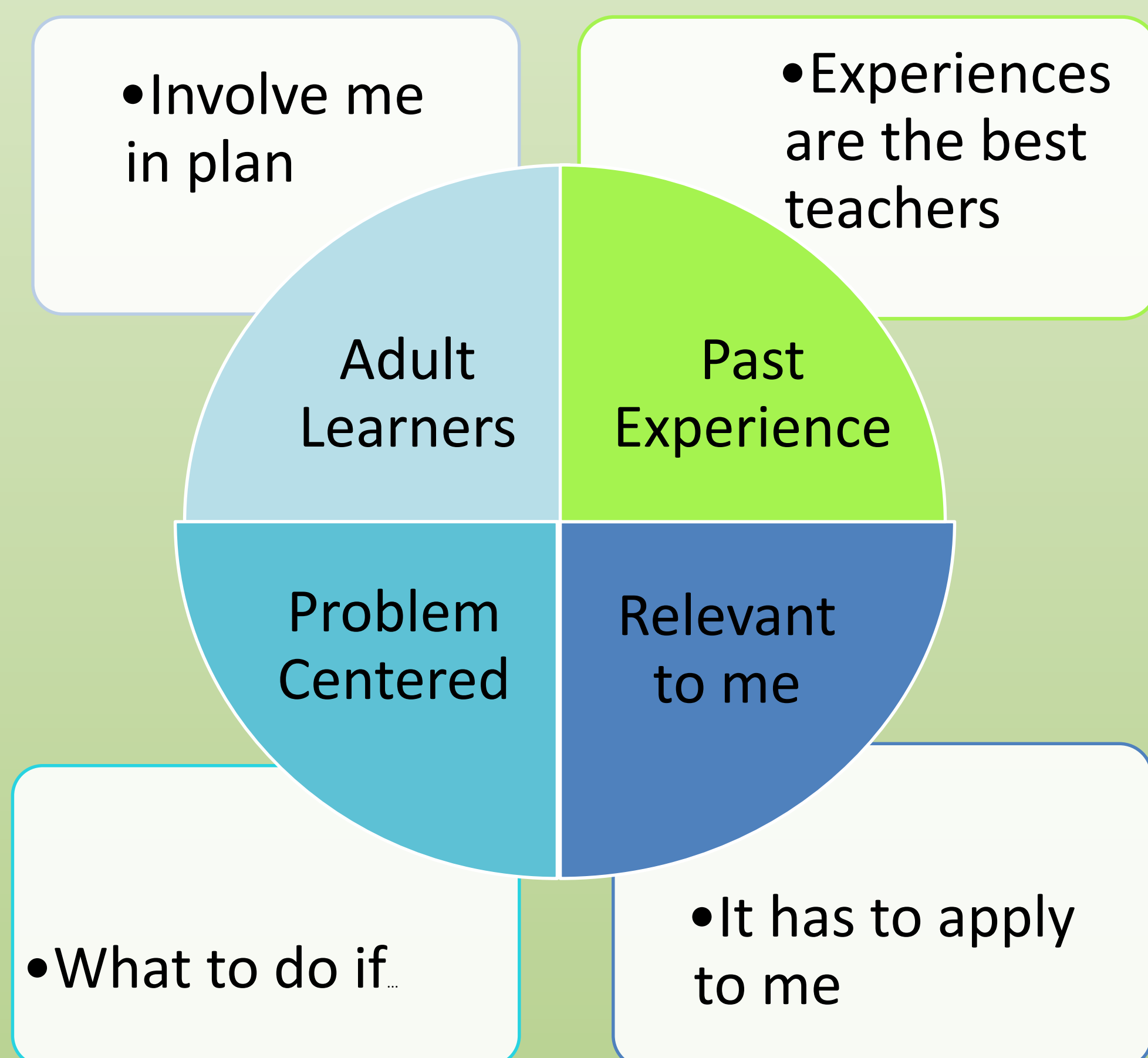
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Background

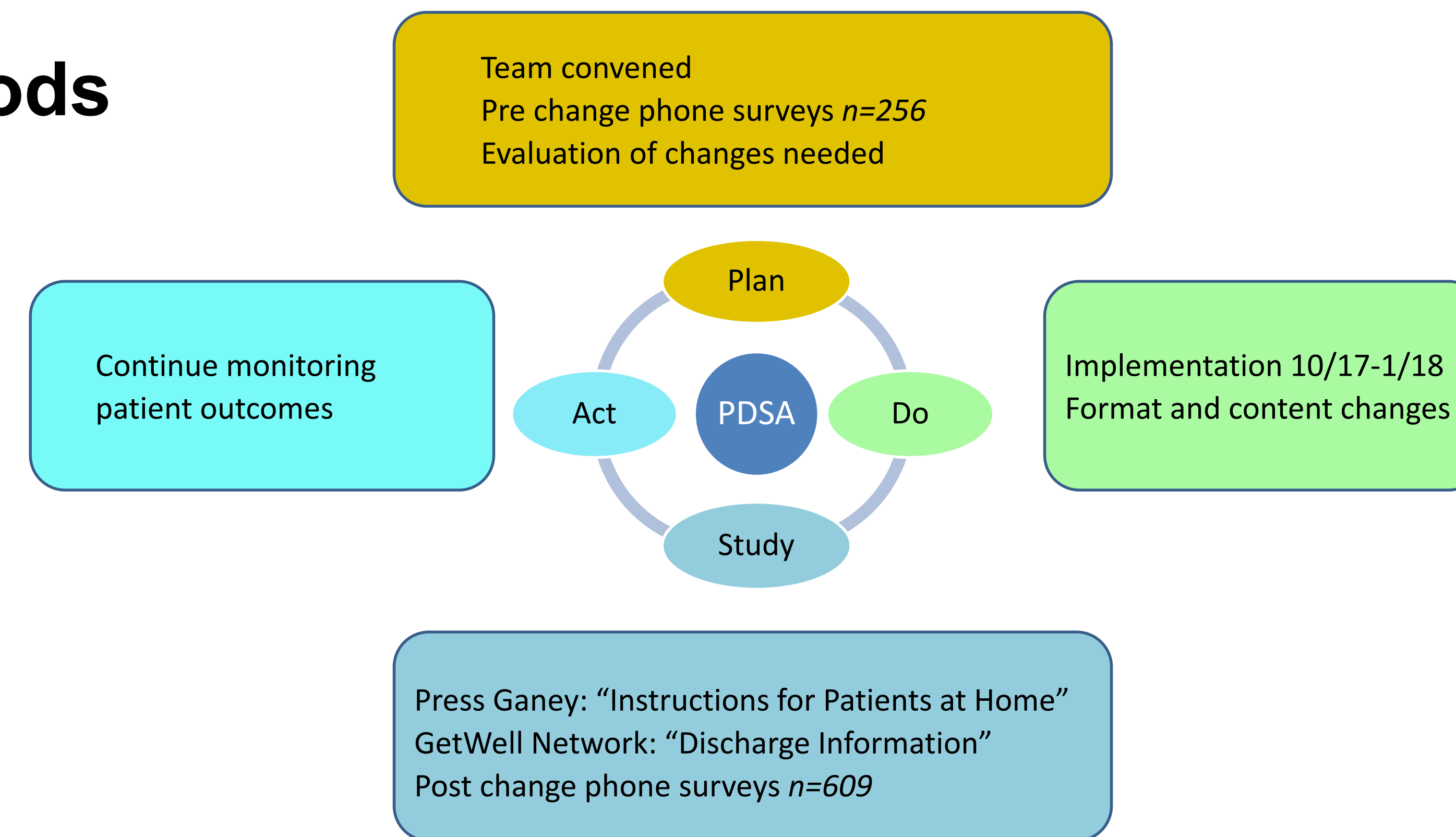
The After Visit Summary (AVS) was identified by a focus group to have barriers to understanding:

- Too long
- High literacy level
- Too many department-specific versions
- Not individualized
- Hard to navigate

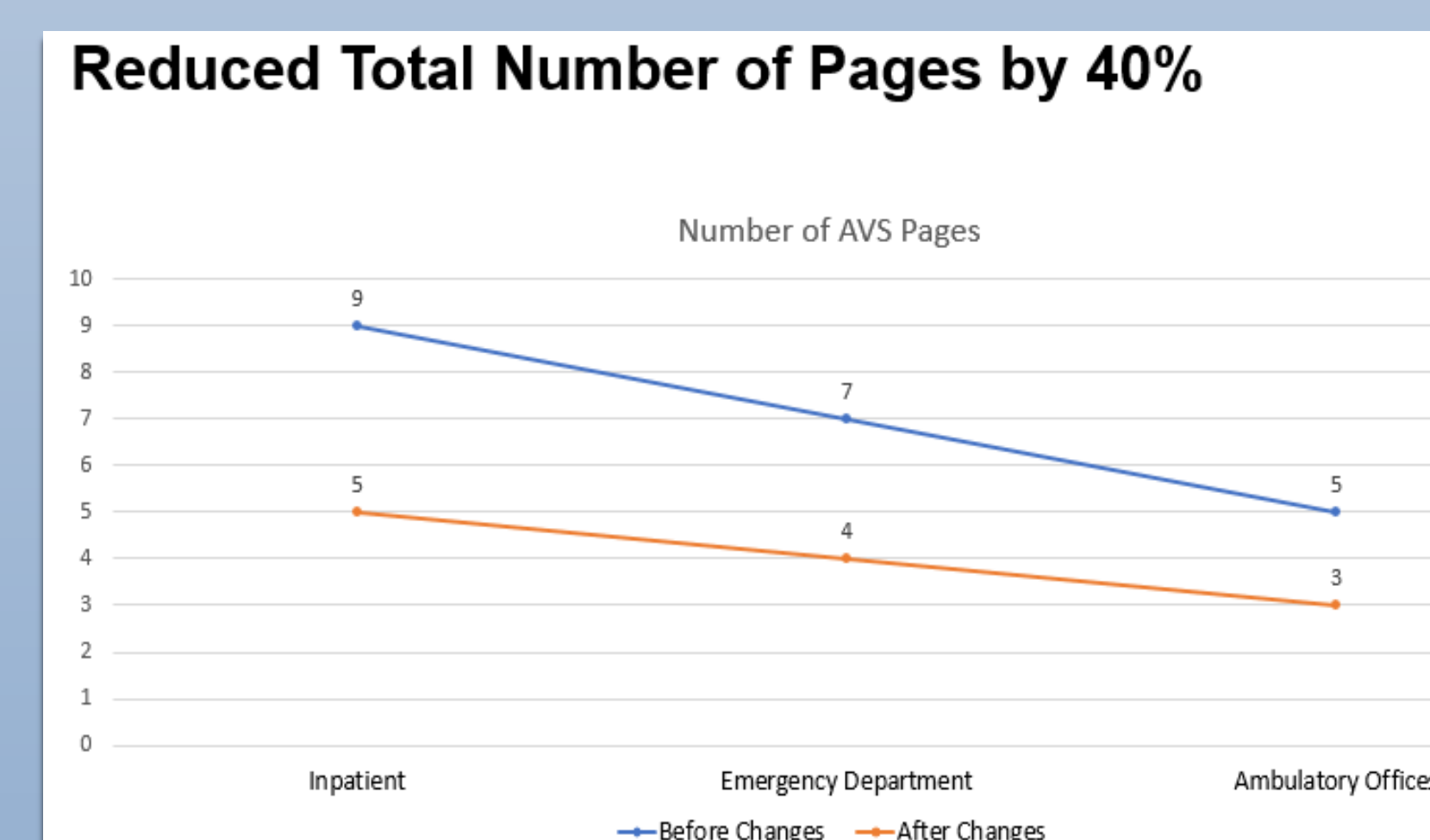
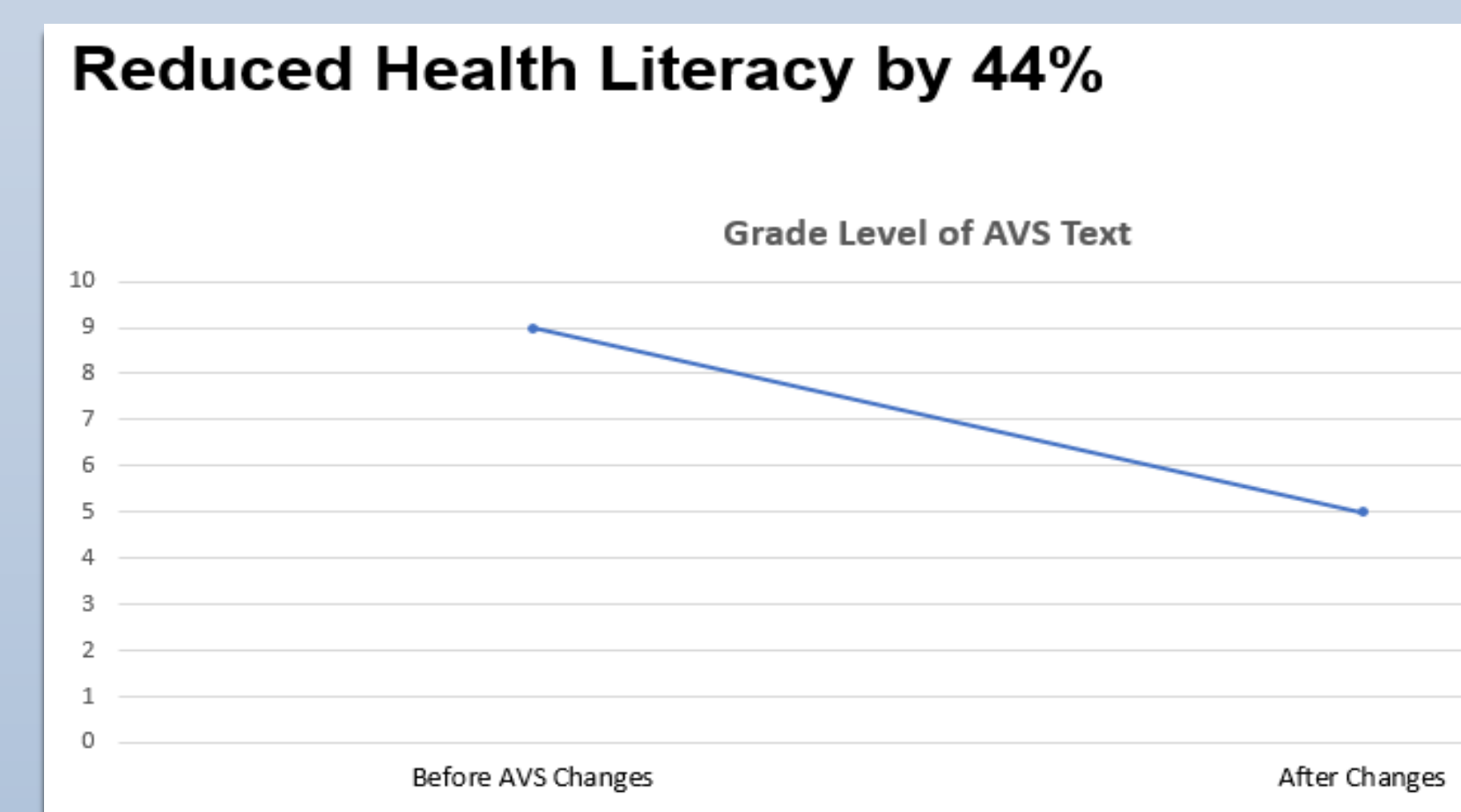
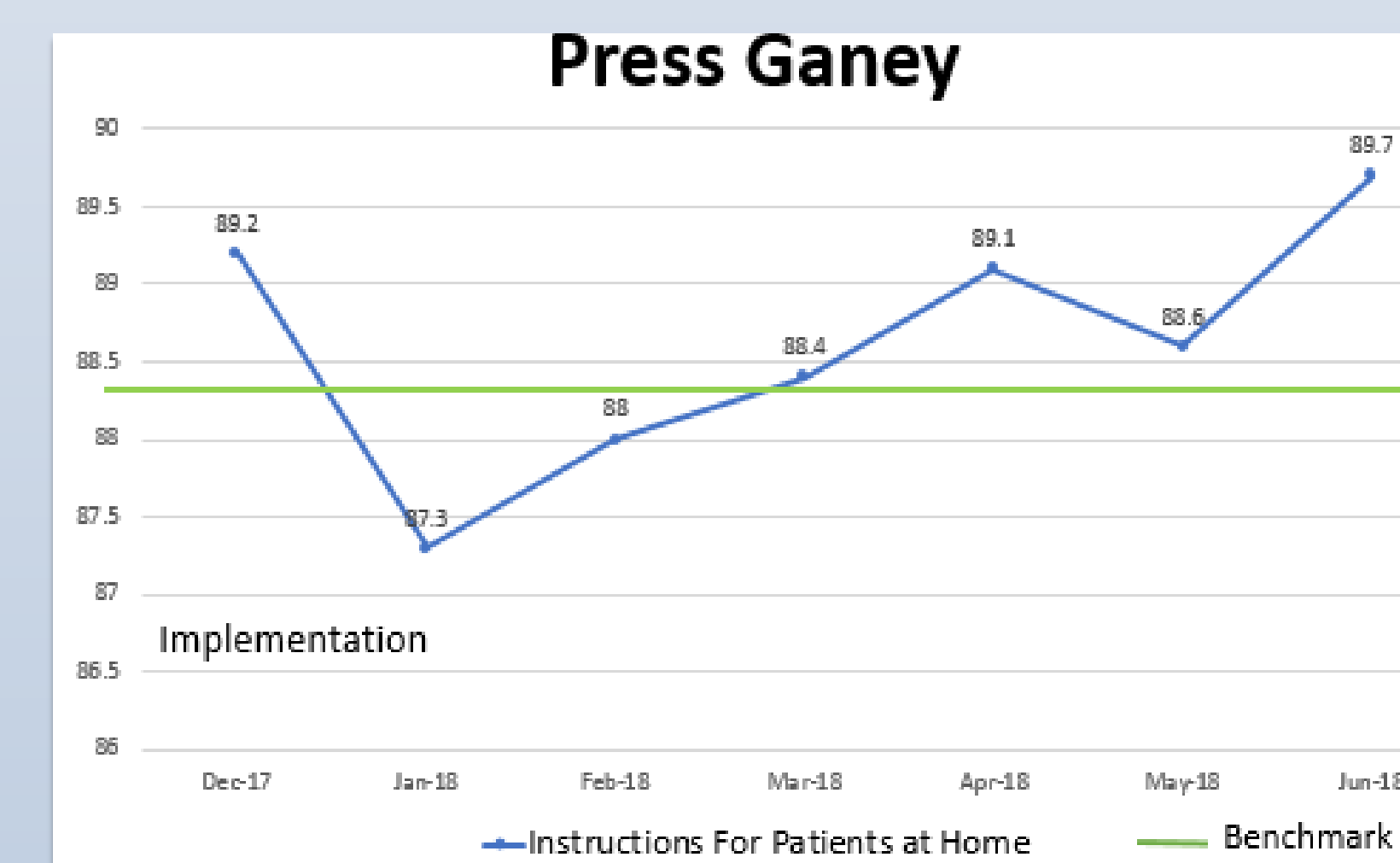
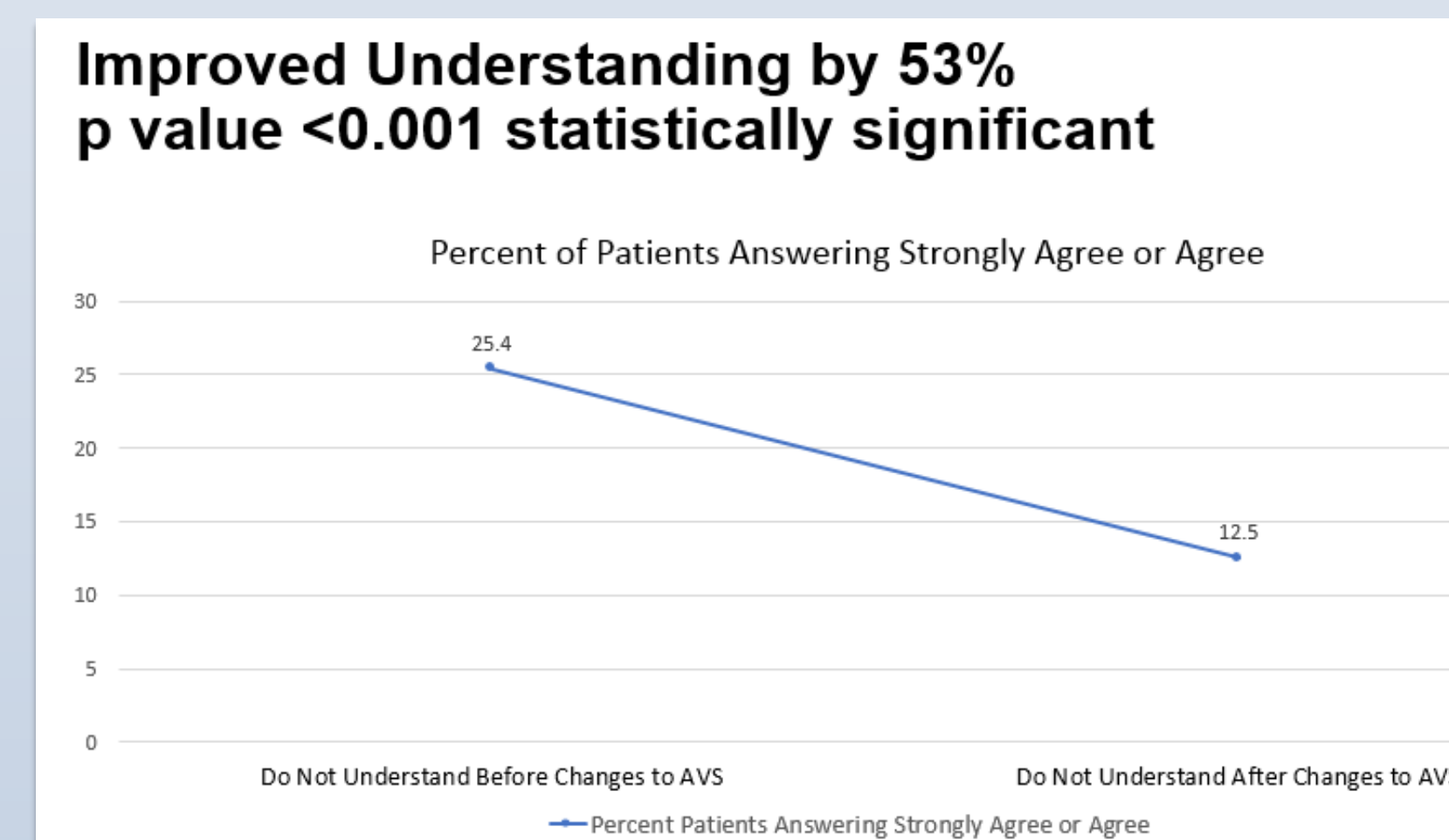
Adaptation of Knowles Learning Theory



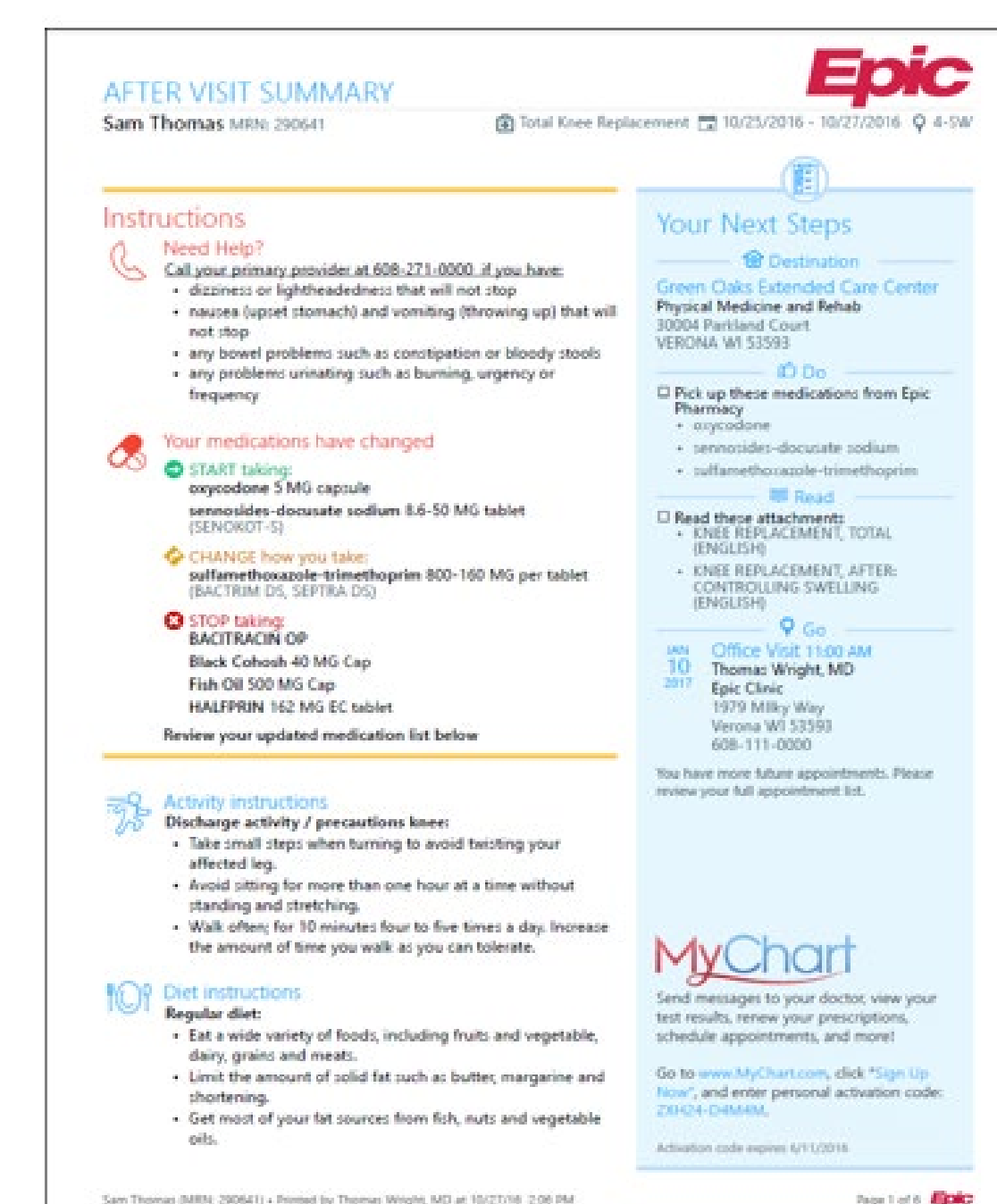
Methods



Results



New and Improved AVS



Summary of AVS Changes

- Reduced reading level from 9th to 5th grade
- Reduced number of pages by 40%
- Icons instead of long paragraphs of text
- Eliminated 13 department-specific AVS types
- Standardized placement of sections
- Eliminated duplicate sections
- Eliminated items patients did not want
- Content based on nursing assessments
- Diagnosis-specific discharge order details with icons
- “What’s Next” for appointments, labs and orders
- Web links and phone numbers by diagnosis

Conclusions

- Patient education is specific to individual needs, requests, and past experience (Knowles)
- Simplifying the AVS format and individualizing content improves understanding and patient experience

