



Asking “What Matters?” to Find Educational Platforms that Satisfy Patient and Provider Needs

CUSTOMER OVERVIEW

- This program utilizes a patient-centered approach to increase efficiency, reduce cost, and maintain patient and family satisfaction.

Following the semi annual patient reunion for the Bone and Joint Center (BJC) of UPMC Magee-Womens Hospital, survey results were harnessed from hundreds of patients to deep dive into what patients needed. After discovering what questions patients have prior to and after surgery, the organization wanted to identify if a specific platform that was suited to delivering this content that meet patients’ needs. Since outcomes, patient education, and shared decision making are directly correlated, the team was eager to gather real feedback from past and current patients about their experience.

PROBLEM STATEMENT: Orthopaedic patient education has evolved from printed handouts to apps and online platforms. Before spending valuable time and resources, organizations often never ask patients how they want to receive this information.

APPROACH: Asking target questions to gather real-time feedback would help organizational leadership to learn what platforms patients prefer and what types of information they’d like to know prior to surgery.

TOOLS USED: Targeted “What Matters?” Questions

The team worked together to write 5 brief questions for patients to glean what mattered to them in their surgical as well as their educational experience, which lasted far longer than just the day of surgery. Patients were given a survey that covered a myriad of topics relating to pain, hopes related to their functional ability pre and post operatively, and a series of targeted education questions including, “Describe how you would prefer to be presented information. Include as many answers as you’d like and rank them from 1 to 5 with 1 being most preferred and 5 being the least preferred method.”

Patients were surveyed in the outpatient office waiting room. Responses to preference of presentation of educational information included: visual images, in-person conversation, paper copy, website/app, and other. Overwhelmingly, 71.4% of patients primarily prefer the information to be written *somewhere*.

The Bone and Joint Center (BJC) used this information to inform their next steps in developing more comprehensive and accessible patient education materials. Based off of the survey results, the BJC plans to (1) streamline and refocus education materials, and (2) introduce a web platform for patients to access materials and share these materials with their families and support teams.

