The specific aim of this project is to:

- Provide a standardized pre-procedure consent video
- 75% of patients undergoing coronary angiography/left heart catheterization (LHC) and/or PCI in the UCSF adult cath lab.

* This project is being completed as part of the GME Housestaff Incentive Program (HIP)

Lessons Learned:

- Utilizing tablet PCs to display the EMMI video prior to cath significantly increased our utilization of EMMI. The fellows have met the goal of >75% EMMI utilization for LHC and PCI patients for 5 out of 9 months this year.
- At conception of the project, we thought that the EMMI videos would create efficiencies and potentially shorten the precath process while improving the quality of consent. However given the length of the video (25+ min), the time for the precath consent process was increased, leading to poor adoption.
- Though survey data is extremely limited, it appears that patients who do watch the EMMI have a positive experience.

EMMI Utilization for 52 patients Undergoing LHC/PCI in March 2015

- EMMI Started: 42%
- Observation Room: 22%
- Refused: 22%
- EMMI Utilization Data: 22%
- Refused by Patient: 12%
- Cancelled due to Language or Urgency: 12%

Performance by Month (July '14 - Mar '15)

- Goal: 75%
- July: 100%
- Aug: 90%
- Sept: 90%
- Oct: 80%
- Nov: 70%
- Dec: 60%
- Jan: 50%
- Feb: 40%
- Mar: 30%

Patient Feedback*

- Did the Emmi program answer questions you normally would have called your healthcare provider to discuss?
- Did watching this program improve your opinion of the organization that gave it to you?

* Based on 10 survey responses

Lessons Learned & Next Steps

UCSF Department of Medicine
2014-15 Quality & Safety Innovation Challenge

Enhancing Informed Consent Prior to Cardiac Cath Procedures using the EMMI Video

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The Problem

- Informed consent is an important component of providing high quality patient-centered care and is required before elective invasive procedures can begin.
- All adult patients undergoing cardiac cath are consented by the cardiology fellow prior to the procedure. The consent discussion takes place at the bedside and includes a verbal explanation of the procedure, risks, benefits and alternatives before the patient provides written consent on a standard UCSF form.
- The quality of consent is variable and may be impacted by fellow knowledge/experience, patient medical literacy, language barriers, and time constraints.
- The use of a standardized informational video utilizing graphics and animation may improve patient understanding prior to consent.
- EMMI videos are designed to improve patient engagement and understanding. While widely available at UCSF, adoption of these videos in the cath lab has been limited to date.

Project Plan

- EMMI video workflow
- Performance data is collected from EMMI and provided to fellows on a monthly basis

Project Goal(s)

Overall project objectives

- Improve patient understanding and expectations prior to cardiac cath
- Facilitate the informed consent discussion
- Increase patient satisfaction and experience

The specific aim of this project is to:

- Provide a standardized pre-procedure consent video
- To
- 75% of patients undergoing coronary angiography/left heart catheterization (LHC) and/or PCI in the UCSF adult cath lab.

Results / Progress to Date

Lessons Learned:

- Utilizing tablet PCs to display the EMMI video prior to cath significantly increased our utilization of EMMI. The fellows have met the goal of >75% EMMI utilization for LHC and PCI patients for 5 out of 9 months this year.
- At conception of the project, we thought that the EMMI videos would create efficiencies and potentially shorten the precath process while improving the quality of consent. However given the length of the video (25+ min), the time for the precath consent process was increased, leading to poor adoption.
- Technical difficulties with internet availability and starting the EMMI video also hampered EMMI adoption rates.
- Several improvements during the project including: (1) Asking bedside RNs assist with delivering the EMMI, (2) Creating an APeX orderset for EMMI, (3) Building a rolling tablet for EMMI delivery, and (4) Working with EMMI to shorten the video for inpatients, have facilitated adoption.
- Though survey data is extremely limited, it appears that patients who do watch the EMMI have a positive experience.

Next Steps:

- We plan to ensure project sustainability by addressing ongoing technical barriers and better integrating EMMI video into RN and MD workflow.
- Further work is needed to understand whether utilizing the EMMI video improves patient satisfaction and understanding before and after cardiac cath.