

Improving Patient Satisfaction with Video Assisted Flexible Laryngoscopy

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INTRODUCTION

- Flexible nasolaryngoscopy (FNL) is a routine procedure by ENT, used to visualize the upper aerodigestive tract¹
- FNL is generally very well tolerated by patients and is associated with minimal morbidity²
- Prior studies have shown an increase in patient satisfaction with visualization of their examination, although statistically insignificant³
- This study sought to replicate the prior study with an alteration to the methods

METHODS

- After inclusion criteria were met, patients were examined using the VAFNL
- Findings were discussed with patient and initial three questions were answered
- Patient was shown video and explanation of findings was performed again, with final three questions answered afterwards
- Statistical analysis performed using two tailed paired t-test
- Grading (Likert Scale)
 - 1: do not understand/not satisfied
 - 2: minimally understand/satisfied
 - 3: neutral
 - 4: mostly understand/satisfied
 - 5: completely understand/satisfied

RESULTS

- 35 total patients enrolled in the study, 12 male, 23 female (Fig. 1)
- Average age 65.11; Range 24-93
- Question 1: p = 0.016 (Fig. 2)
- Question 2: p = 0.0001 (Fig. 2)
- Question 3: p = 0.0001 (Fig. 2)

QUESTIONS

- 1) How well do you understand the reasoning for the scope examination?
 - 2) How well do you understand the findings of your exam?
 - 3) How satisfied are you with the examination?

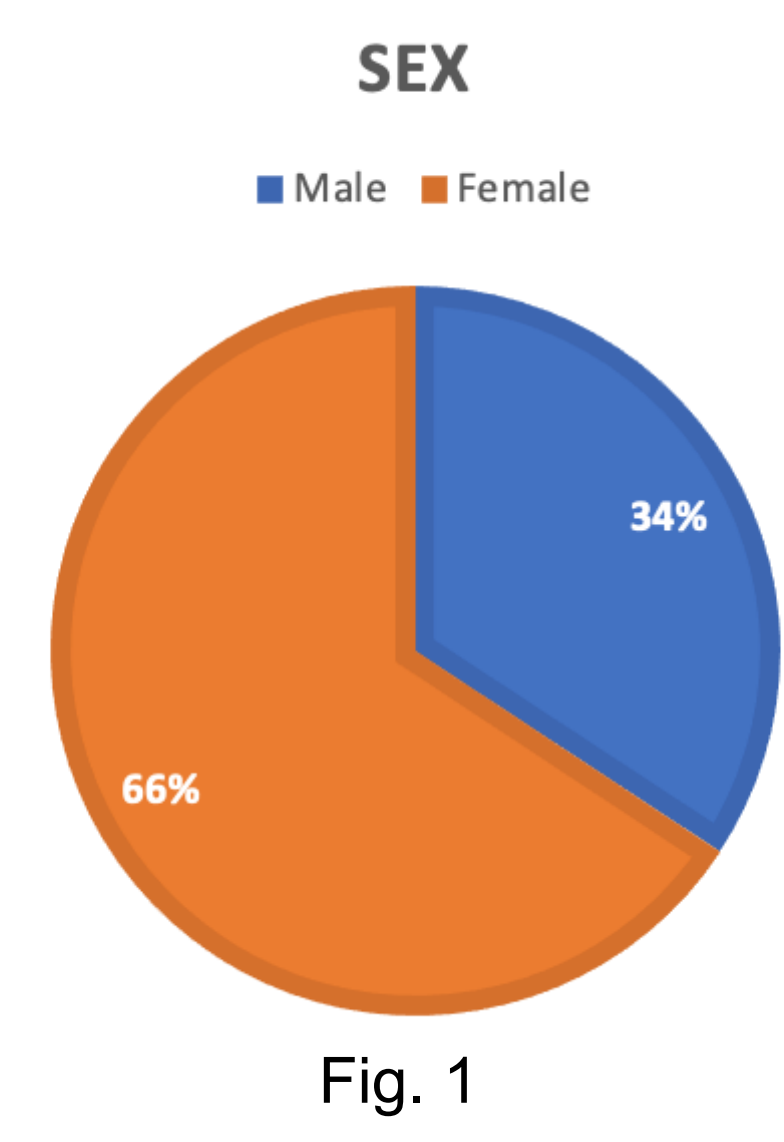


Fig. 1

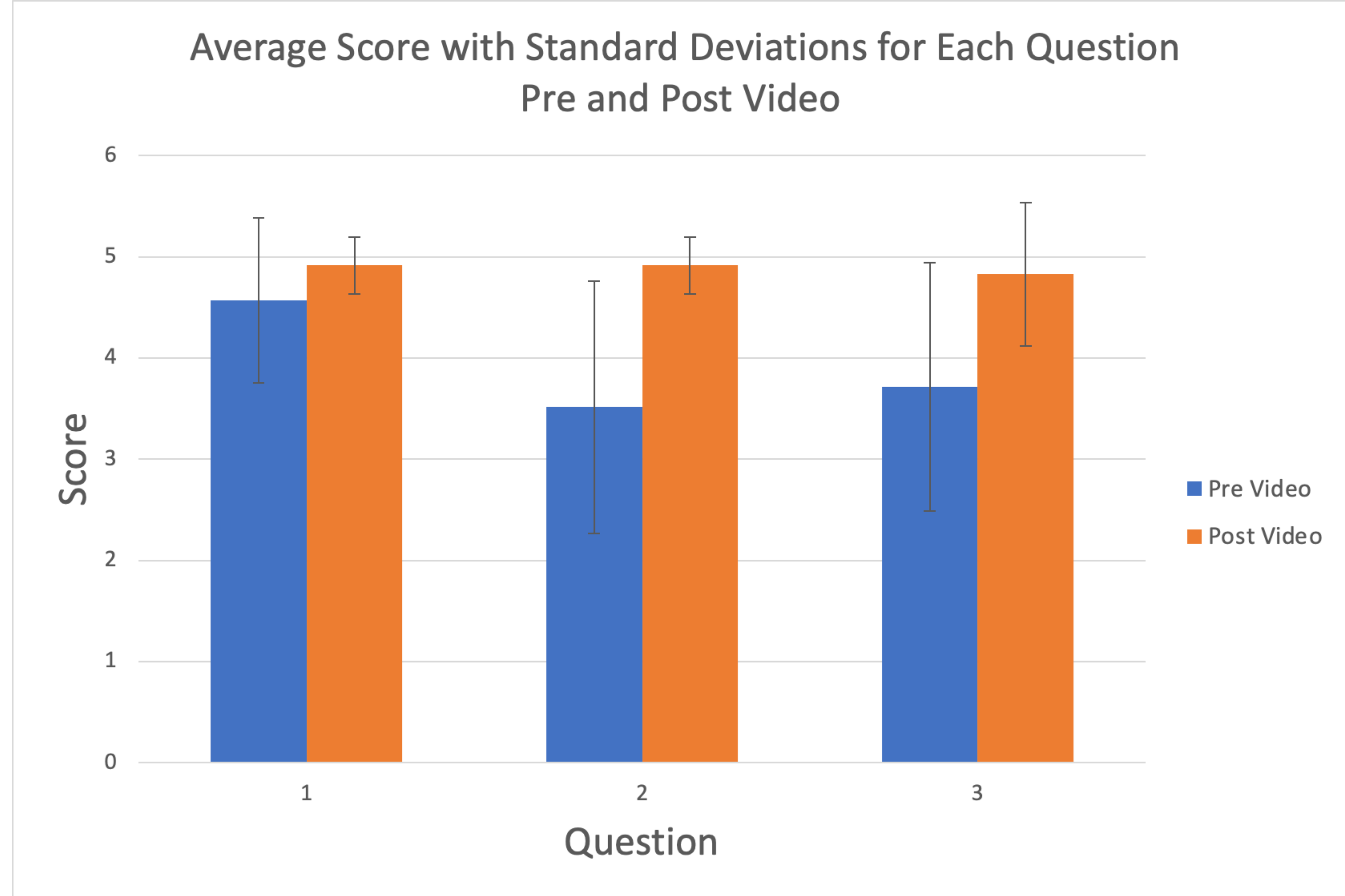


Fig. 2

Table 1

	Ave Pre	STD Pre	Ave Post	STD Post
Question 1	4.57	0.81	4.91	0.28
Question 2	3.51	1.25	4.91	0.28
Question 3	3.71	1.23	4.83	0.71

DISCUSSION

- Routine usage of VAFNL appears to increase patient understanding of examination and diagnosis, as well as overall patient satisfaction
- Short setup time and rapid learning curve allow for improved patient satisfaction through multimedia³
- No increased cost to patient or procedural incurred hospital cost

CONCLUSION

- Use of VAFNL can improve multimedia patient education, leading to increased satisfaction and understanding
- VAFNL attachments are easy to use and can be set up within seconds



REFERENCES

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