

TH18 Improving Fever Discharge Education in a Pediatric Emergency Department During the COVID Pandemic, Abstract

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Background & Significance: Fever is a frequently encountered complaint in the pediatric emergency department. Discharge instructions from the emergency department are an important part of the outpatient management of febrile illnesses. Studies show written discharge instructions are either under-utilized or poorly understood by caregivers, which can poorly impact health outcomes, increase cost of care, and negatively impact satisfaction.

Purpose: This study aimed to determine if using video discharge instructions for febrile illness, in comparison with standard written discharge instructions, would improve caregiver post-test knowledge and satisfaction scores.

Details of innovation: This quality improvement study occurred with IRB approval at an academic, level I pediatric ED, with approximately 38,000 annual visits. Video discharge instructions were converted into a QR code and embedded in the after-visit-summary for children presenting with febrile illnesses. Caregiver knowledge about fever, treatment plan, and follow-up was assessed using a questionnaire. Caregiver satisfaction of the video instructions was assessed using a 5-point Likert scale.

Outcomes: Twenty caregivers participated, answering the fever questionnaire, demographic, and satisfaction survey. Of the 20 caregivers, 18 watched the video before answering the surveys, while 2 answered the questionnaire without watching the video. We found a significant difference in questionnaire results related only to education levels; participants with greater than 12 years of education scored higher than those with 12 years of education or less ($P = .03$). Each participant indicated high satisfaction scores regarding the video.

Discussion: Novel video discharge education was highly rated by caregivers, but subject recruitment was challenging, hindering our ability to study the video's effectiveness. Caregivers with lower education levels scored lower on a fever quiz, regardless of watching the video. For those with lower levels of education, additional methods of discharge instructions may be needed.

Keywords: Patient Discharge, Video Discharge Instruction, Pediatric, Fever, Febrile Illness