



User satisfaction in education information with QR code link on appointment card for patients undergoing bronchoscopy

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Abstract

When patients were to hospital for bronchoscope patients and family feel they are in a crisis of life, they feel fear anxiety and need to know about education information. Information is very important for patients/family to prevent complications and help their intervention process, decrease parents stress and anxiety and encourage better co-operation. This research was study satisfaction the outpatients preparation undergoing bronchoscopy on QR code link youtube: bronchoscope education information on the appointment card that the researcher upload on youtube. The content of the video underwent the content validity preparation and procedure based on three experts. The reliability of the tool was calculated from the correlation between the knowledge test and the video, which yielded the correlation as high as .90. The subjects' personal data were analyzed through basic statistics, namely, frequency, mean, and standard deviation. Results showed that the mean scores of the patient was significant at .05. The satisfaction was at the high level. 100 percent of patients received education information from QR code link youtube: bronchoscope education information. Patients satisfaction was 98.9 percent, 100 percent no complications on the intervention. The results showed that the provision of the QR code link youtube: bronchoscope education information, present through the video media to undergoing bronchoscope by, resulted in the patients' gain of knowledge. The findings can be use a baseline data to improve the nursing quality' service information for patients who are required to in other departments, which would result the patients receiving the holistic healthcare as stipulated in the professional standards.

Biography

Chariya Laohavich has completed her Master of nursing at the age of 30 years from Mahidol University and start her work on ICU for 10 years and bronchoscopist nurse for 11 years. She is the specialist nurse of bronchoscope. She has published more than 5 papers in reputed Thai Nursing journals.



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