

# Identifying the Needs and Barriers to Patient-Family Education to Improve Neurosurgery Patient Outcomes in Mulago National Referral Hospital, Uganda



Kampala, Uganda

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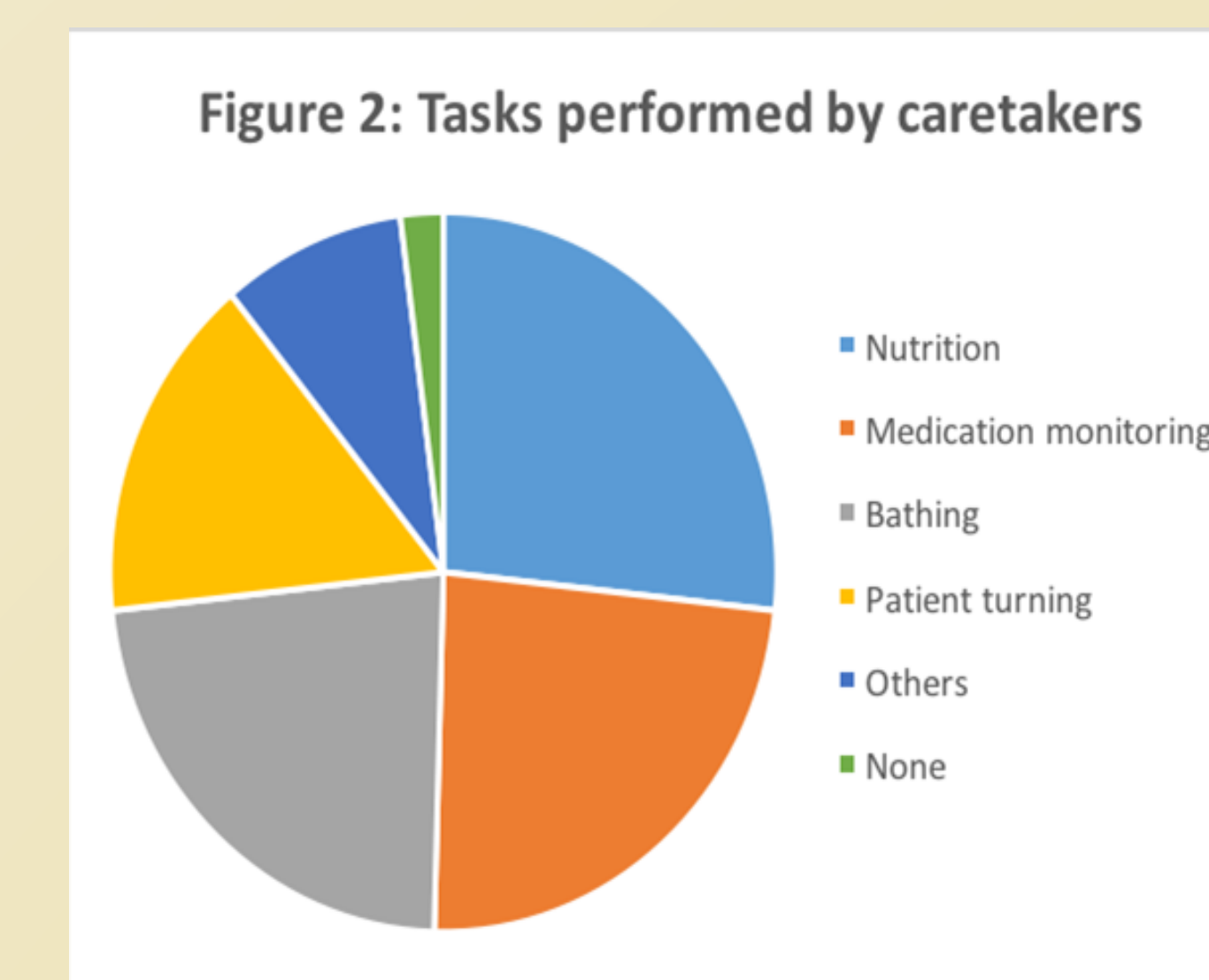
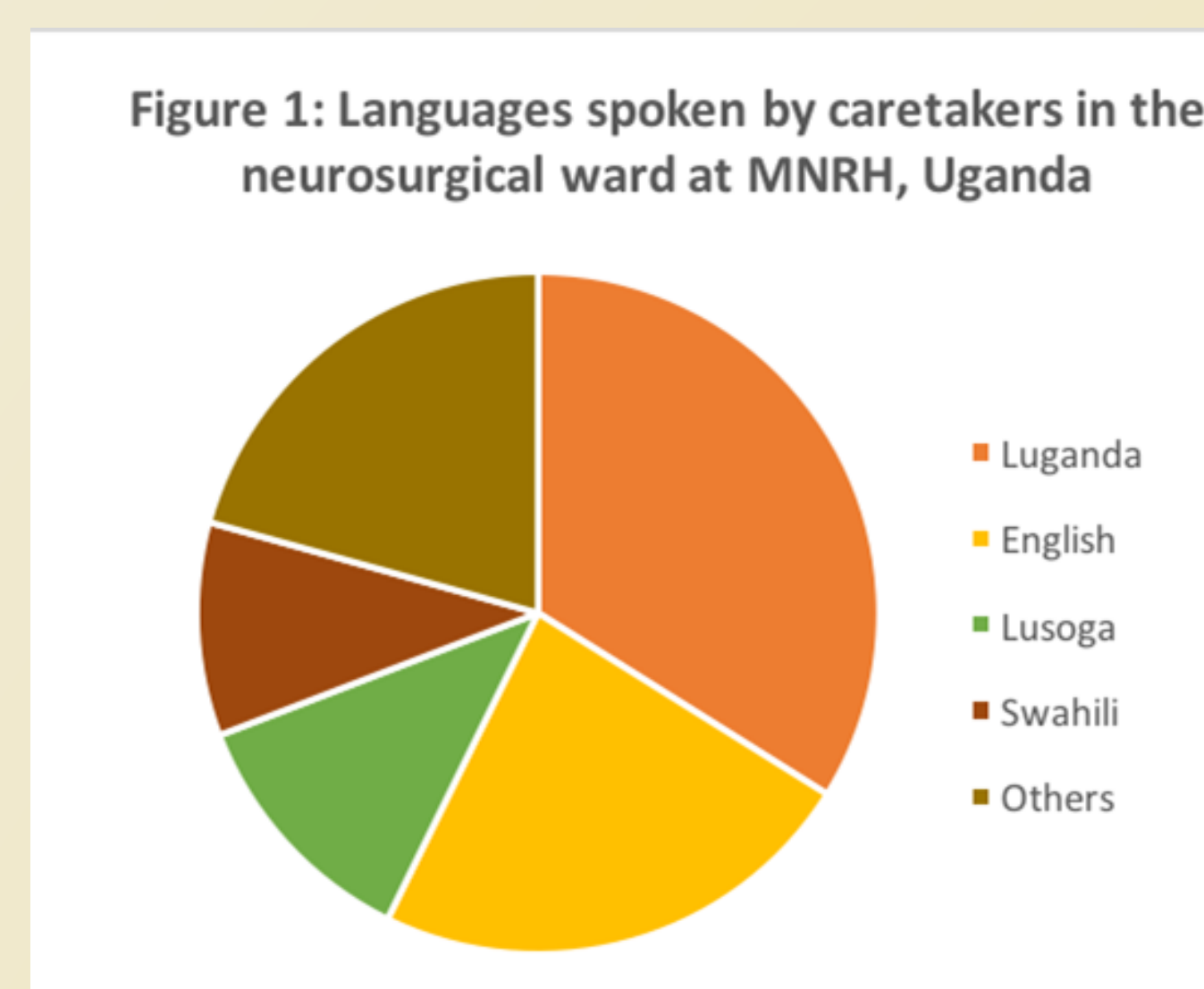
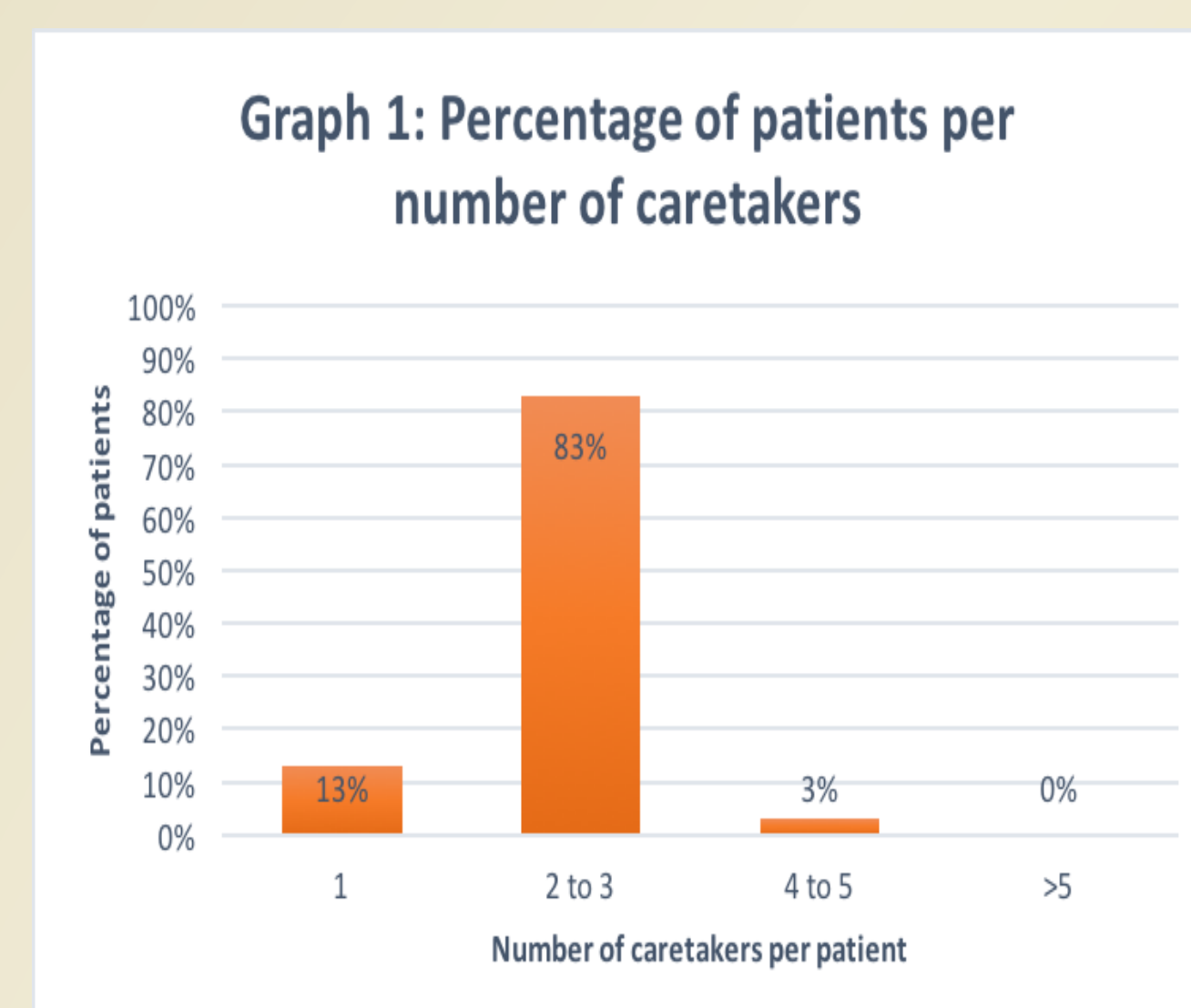


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**Project summary:** This study seeks to identify the needs and barriers to patient-family education in the neurosurgical ward at Mulago National Referral Hospital (MNRH), Uganda. Family members take on many patient care responsibilities in the ward with little or no knowledge on overall healthcare management and this leads to poor patient health outcomes. Evaluating the needs to patient-family education will help to create educational interventions that will improve health outcomes of neurosurgical patients.

## PROJECT OBJECTIVES

- To identify and evaluate the needs and barriers to adequate patient-family education at MNRH.
- To identify and evaluate the challenges hospital staff encounter in educating family members on patient care.
- To design interventions that will address the needs and barriers to adequate patient-family member education in MNRH.



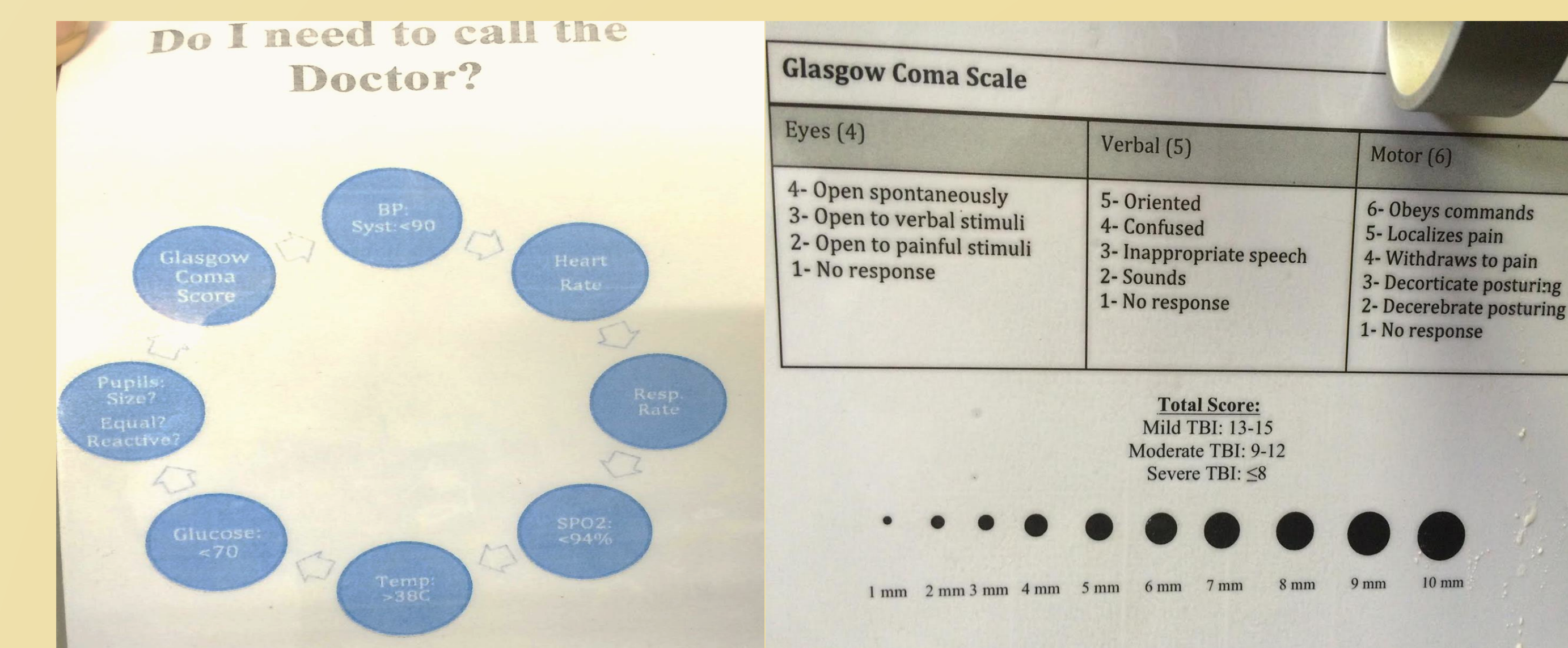
## Quantitative Data Results

## CONCLUSION

- Future interventions should focus on the use of educational materials like posters with pictures, pamphlets and possibly mobile technology (SMS) health care reminders to educate patients and family members.
- Educational materials and SMS should be in Luganda, Swahili, and English.
- Interventions should be highly informative on the main tasks required of caretakers such as feeding, medication management, and reporting symptoms to hospital staff.
- There is a critical need for fewer caretakers in the ward and for hospital staff to lead patient-family education efforts.

## METHODOLOGY

- In the summer of 2016,
- A mixed methods approach was used to collect data to identify patient-family member education needs.
  - Quantitatively, demographic information in the ward was collected by surveying 10 staff, 30 family members and patients in English, Luganda and Lusoga.
  - Qualitatively, 6 family members and 7 hospital staff were interviewed and asked questions about their experiences in the ward. Their responses were recorded and transcribed.
  - The qualitative and the quantitative data were analyzed statistically and through content analysis respectively.



Educational material for patients and family members (L)  
Educational material for hospital staff (R) in the ward

Categories	Themes	Raw Theme
Education	<ul style="list-style-type: none"> <li>Education needs</li> <li>Education practices</li> <li>Education challenges</li> </ul>	Need for useful and relevant educational materials for illiterate and non-English speaking caretakers
Patient Care	<ul style="list-style-type: none"> <li>Barriers to patient care</li> <li>Caretaker responsibilities</li> </ul>	There is a poorly managed patient follow up system; Patient's behavior and mental health affects care
Infection Control	<ul style="list-style-type: none"> <li>Handwashing</li> <li>Hygiene</li> </ul>	There is little access to handwashing and poor sanitation in and around the ward so fewer caretakers are practicing good hand hygiene
Medication	<ul style="list-style-type: none"> <li>Access to medication</li> <li>Medication management</li> </ul>	Medication management is primarily the responsibility of family member; There is poor adherence to and administration of medication. There is need for medication to be readily accessible to patients
Ward Limitations	<ul style="list-style-type: none"> <li>Ward amenities</li> <li>Overcrowding</li> </ul>	Small ward capacity and few resources are barriers to patient care; Multiple family members as caretakers overcrowd the ward
Interactions in the ward	<ul style="list-style-type: none"> <li>Staff-Family member relationships</li> <li>Family member experiences in the ward</li> <li>Staff-Family member education</li> </ul>	Some family members don't comply with instructions from hospital staff; There is little education to family members by staff about patient care due to overwhelmed staff

## Qualitative Data Results