



Patient Orientation Video

Survey Results

July 5, 2022

Substance Abuse Prevention and Control
Strategic and Network Development Branch
Equitable Access and Promotion Unit
Member Services Section

Patient Orientation Video Survey Goals



- Identify provider perceptions of value and ease of use
- Identify barriers and best practices to integrate into usual service delivery
- How are we documenting patient receipt & acknowledgement of the Video
- Identify preferred settings to show the video

Resources:

[Patient Orientation Video Home Page](#)

[Patient Orientation Video Instruction Guide](#)

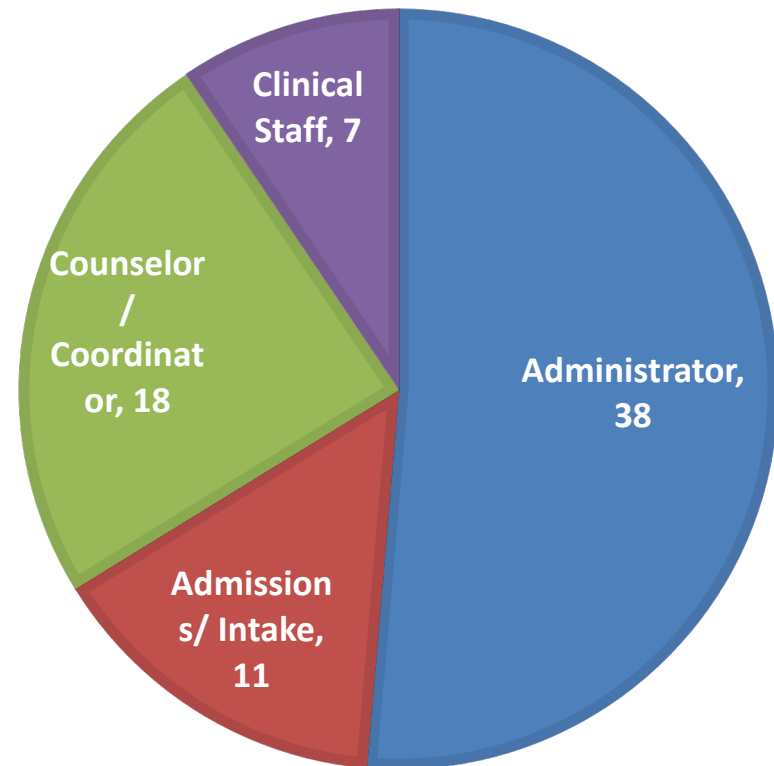
Survey Methods and Sample

Online [survey](#) completed between May 11-31, 2022

Final Sample:

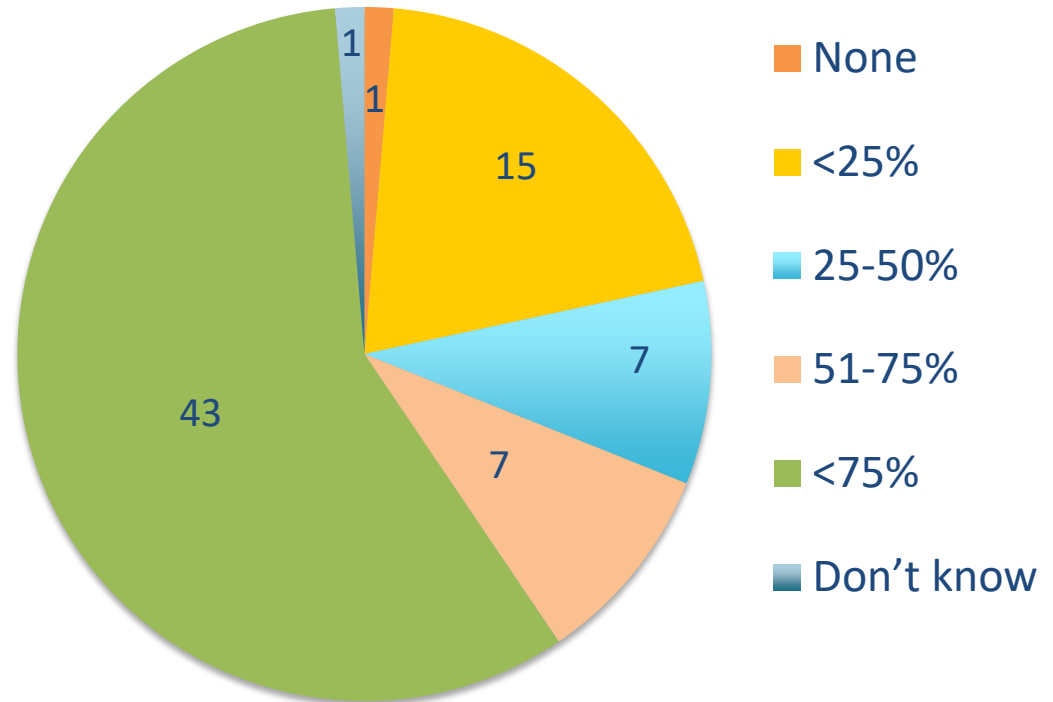
- **74 / 90 (82%)** of agencies responded
- **92 respondents** (includes 15 agencies with multiple responses)

AGENCIES SURVEYS BY RESPONDENT ROLE



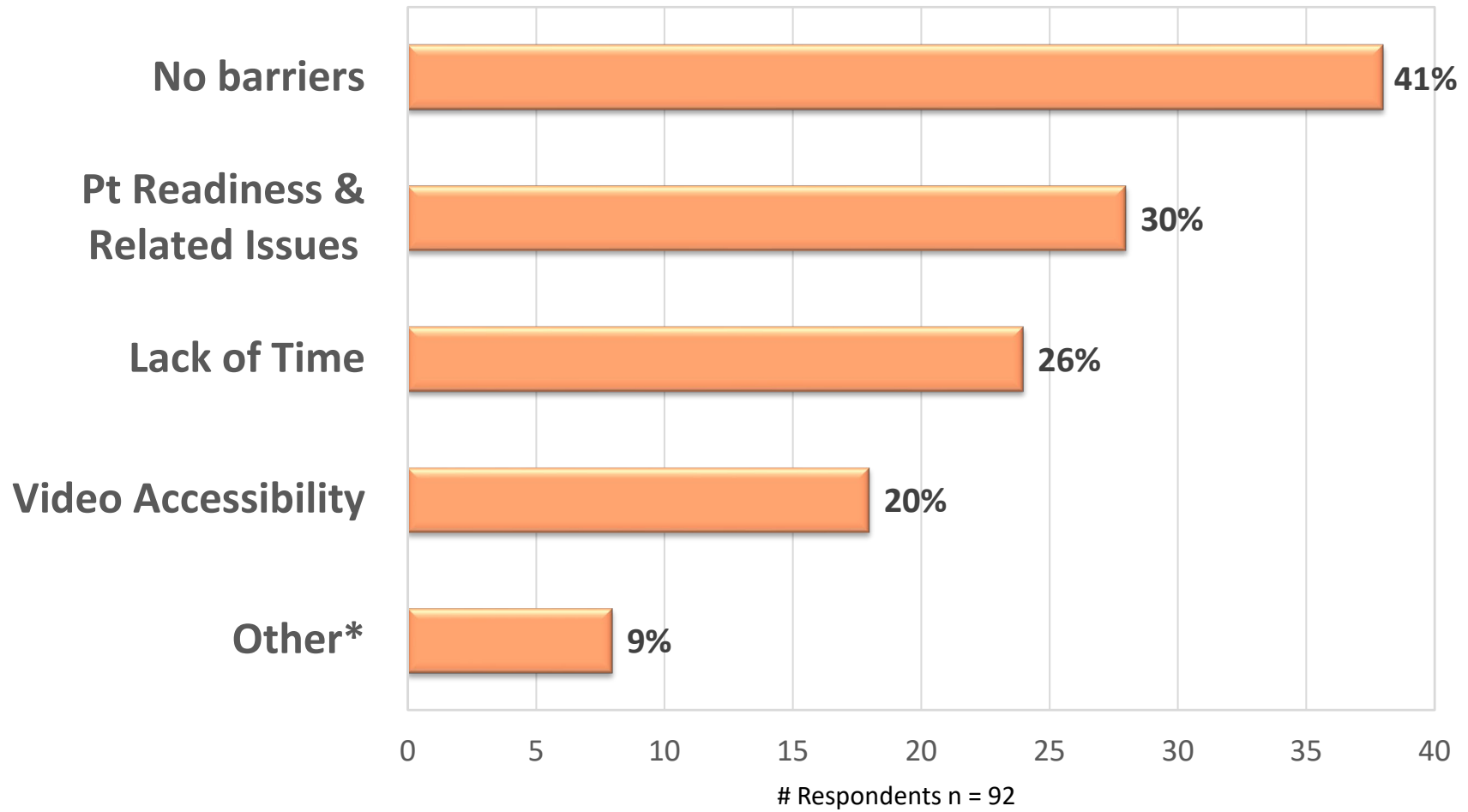
From your perspective, what percentage of current patients have viewed the Patient Orientation Video? *

- ✓ 58% (43) of agencies reported that more than 75% viewed the video.
- ✓ 20% (15) of agencies reported that <25% of patients viewed the video.



N=74 agencies

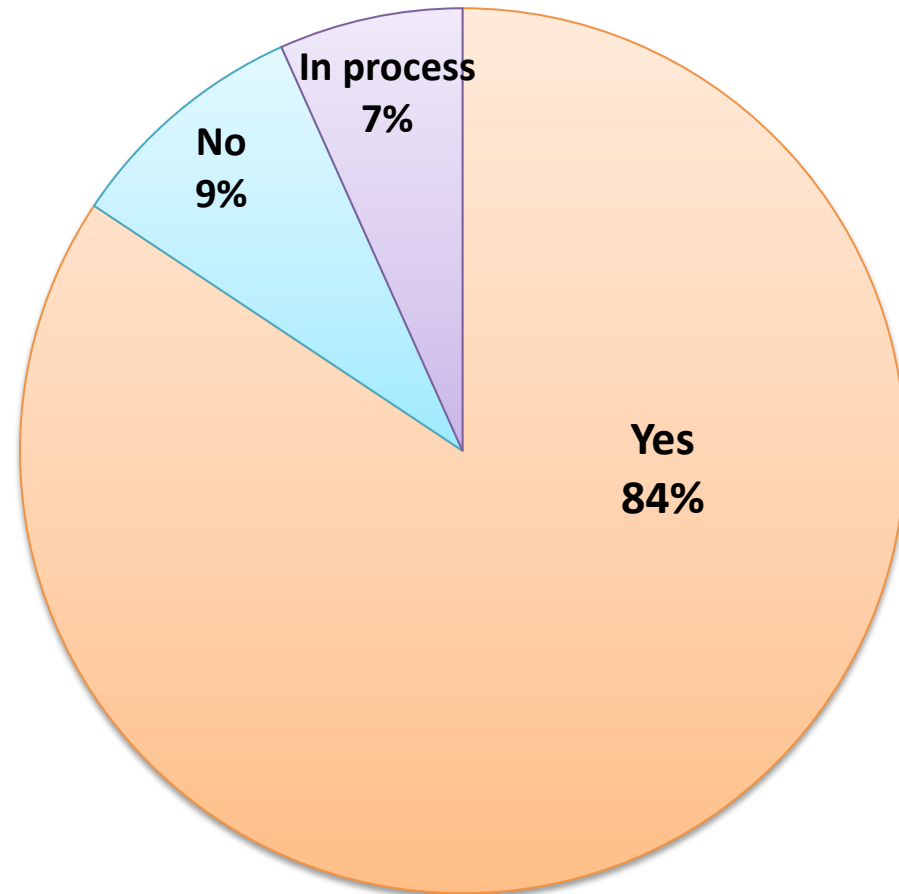
Barriers Mentioned when Using the Video



**Other includes: language barriers, staff shortages, technical difficulties and lack of training
N = 93 respondents*

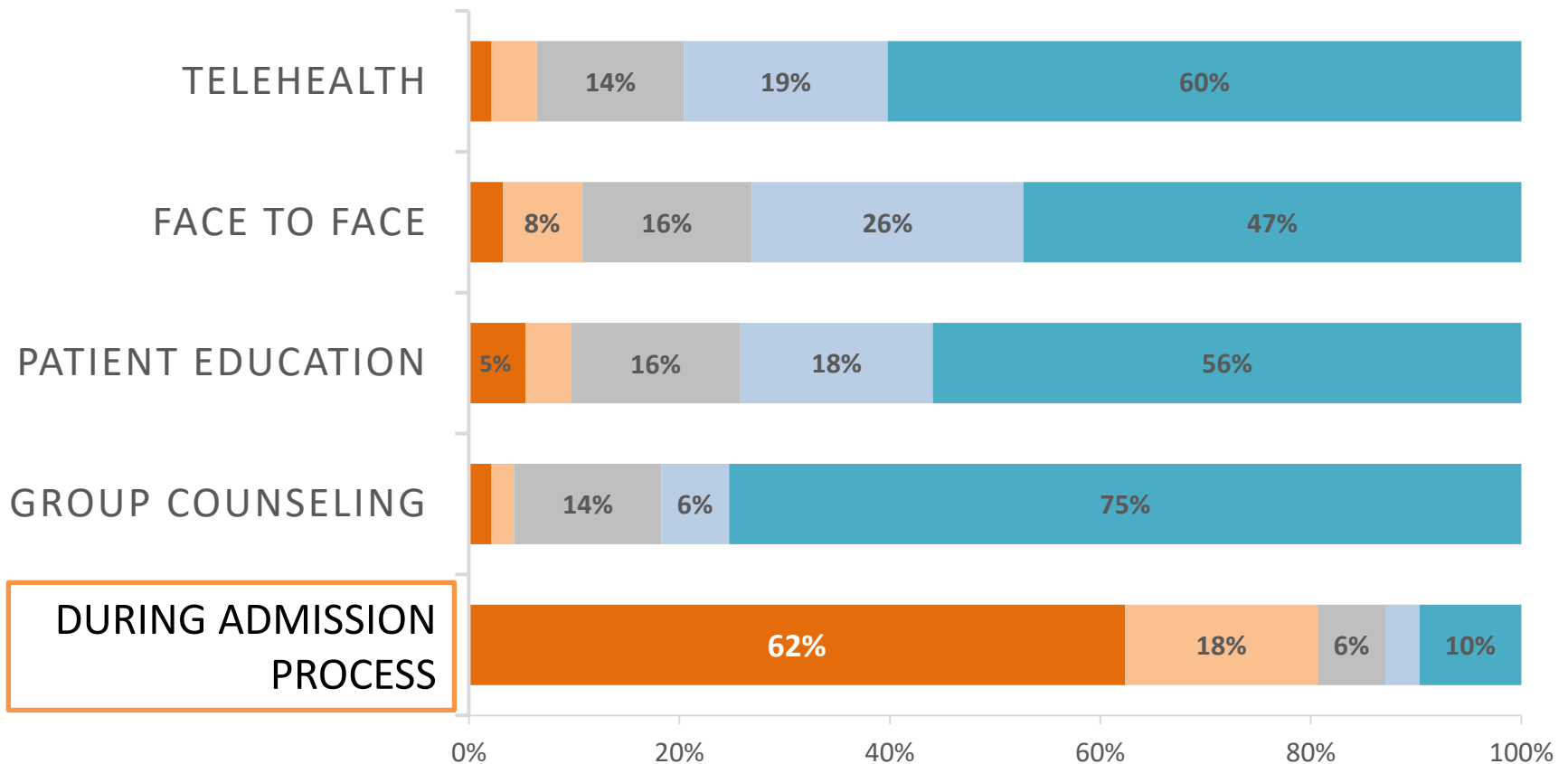
Have you built the video into your workflow and intake process?

84% of agencies reported that they **built the video into their workflow and intake process**



How often do you show the video in the following settings?

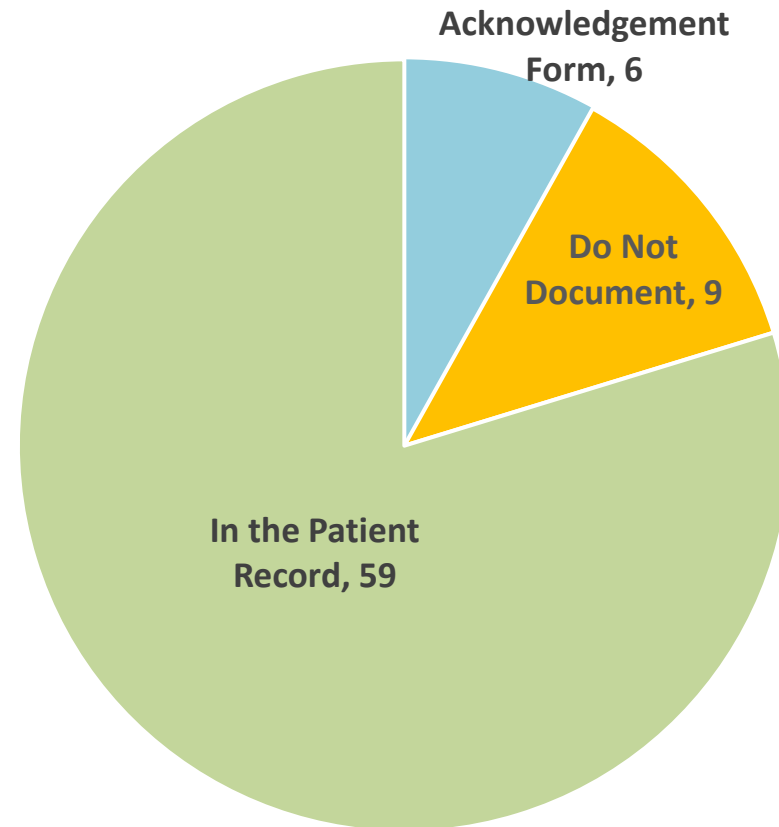
■ Always
 ■ Often
 ■ Rarely
 ■ Sometimes
 ■ Never



How do you document that the patient saw the video?

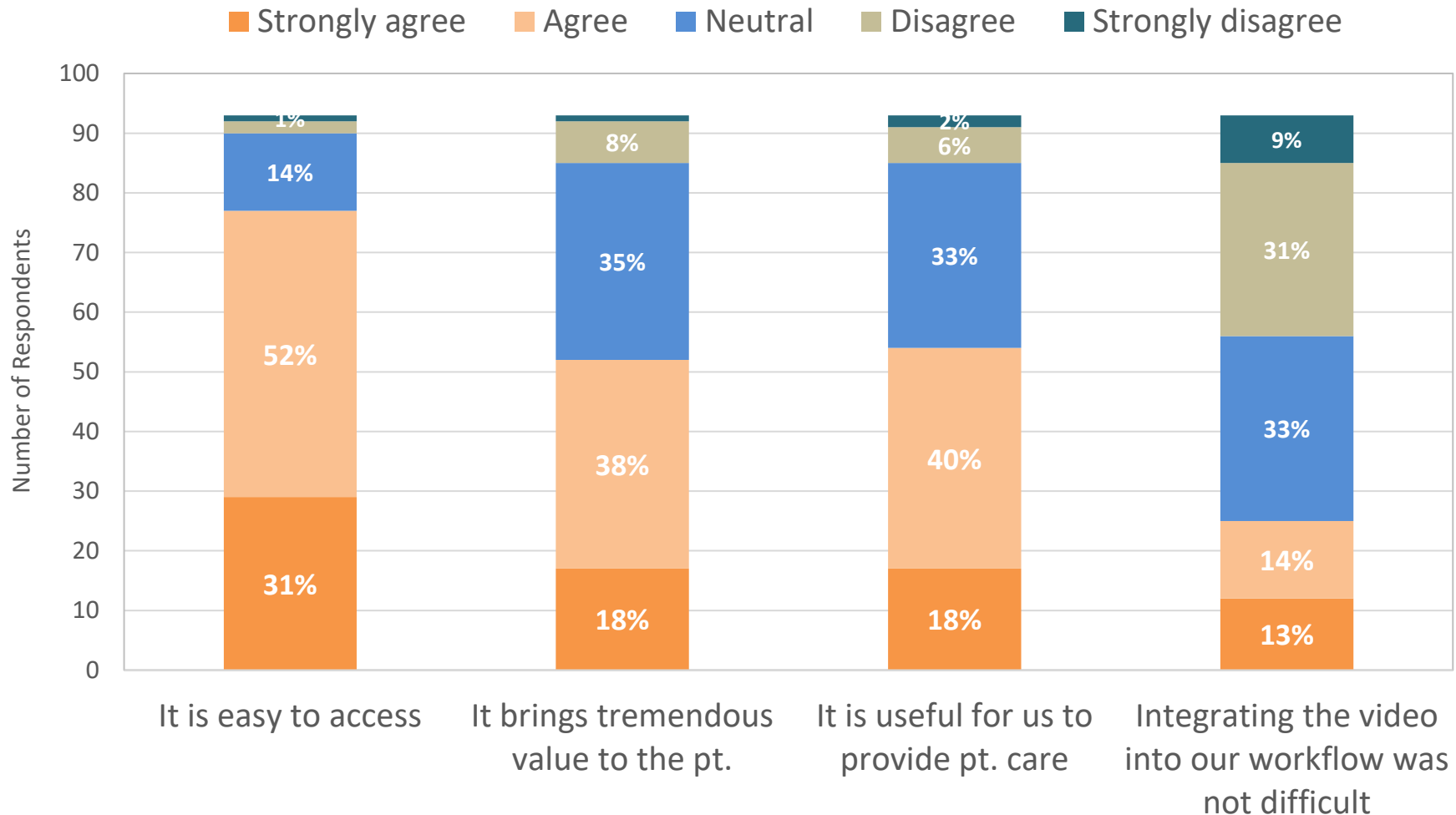
Majority (88%) are documenting either in the Patient Record or through an Acknowledgement Form.

Among those that document (n=65), 92% report obtaining signatures in the first 1-5 days of admission.



N = 74 agencies

Provider Rating of the Patient Orientation Video Utility



N = 93 respondents



General Feedback Themes

Patients Benefitted

“I think [the video] is good. It's informative and backs up what we are telling them while we are in the Intake process.”

“...gives them [patients] a sense of validation that they are viewed as individuals who made a mistake, have a disease and can live a better life with treatment.”



General Feedback Themes and Suggestions

Share Best Practices

“Would be interesting to learn how other organizations have successfully integrated the video into their workflows”

Explore Implementation Variations for Service Modalities

“We work with adolescents who are not happy about being in treatment. Our engagement process is very important but find it difficult for them to cooperate with watching the video. I like the idea of a group setting watch.”



Implications and Opportunities

Overall helpful and useful to patients

- *Reinforces treatment efforts and engages patients as agents of change*
- *Presents an opportunity to demonstrate value to ALL providers*

Majority have integrated into workflows, yet also opportunity to:

- *Learn from each other (document/share best practices)*
- *Develop a fillable Acknowledgement Form*
- *Consider patient readiness, time and accessibility as barriers to overcome*
- *Explore strategies to tailor workflows for different populations*



Contact Member Services

Available Days/Hours:

Mon-Fri, 8 am – 5 pm

SAPC's Toll Free Line for Member Services:

(888) 742-7900; press 7

Direct Provider Support Line: (626) 293-2623

Email: DPH SAPC Member Services at:

MemberServices@ph.lacounty.gov