

Abstract

Background: Many patients struggle to understand their health conditions and treatment plans, negatively impacting satisfaction and outcomes.

Misalignment between healthcare providers' assumptions and patients' actual comprehension is common. Improved patient education can enhance understanding, streamline provider communication, improve clinic efficiency, and reduce burnout. This pilot study aimed to improve patient comprehension and reduce anxiety in electrophysiology clinics through educational videos.

Methods: Educational slide decks covering physiology, risk factors, and treatments for atrial fibrillation (Afib) and supraventricular tachycardia (SVT) were created and edited into a 10-minute video shown to new patients prior to their visit. Patients completed pre- and post-visit surveys, including five questions from the Brief Illness Perception Questionnaire (BIPQ). Physicians also completed post-visit surveys. A 5-point scale was used for both patient and provider surveys. (1 = very ineffective, 5 = very effective).

Results: Over three weeks, 23 patients completed surveys (19 with Afib, 4 with SVT). Patients reported significant improvements in control (5.17 vs 6.61, $p = 0.011$) and understanding (5.83 vs 8.30, $p < 0.01$). Videos were rated highly for usefulness in facilitating discussions, enhancing understanding, increasing comfort, and recommendation to others (means = 4.52, 4.52, 4.65, 4.04, 4.61). Physicians noted improved patient comprehension, with 56% rating understanding as “extremely well” and 26% as “somewhat well” compared to their usual referrals. Physicians also found the video effective in facilitating discussions (mean = 4.39).

Conclusion: Educational videos significantly improved patient understanding and sense of control in electrophysiology clinics. Both patients and physicians found the videos effective, supporting their integration into clinic workflows to improve patient experience and provider efficiency.