

Patient/Family Education

1. Question:
Does the hospital have a written plan for patient/family education?

Answer:
Yes, Nursing Policy E-5, and Hospital Policy 5.1 are the policies that deal with patient education. The hospital supports patient education by providing the Patient Handbook, Educational Channels, Specialized Instructors, and multiple educational materials.

2. Question:
How do we educate patients concerning pain management?

Answer:
Patient education about pain management is taught by many different disciplines at LSUHSC. Patient Education about pain management is also available in the Patient Handbook and in Pain Management Services. Hospital Policy 5.34 (Pain Management).

3. Question:
How do you identify the patient/family need for education?

Answer:
Needs are identified by performing on- going patient assessment of educational needs which includes initial assessment, which includes learning preferences and barriers ongoing reassessments. Some educational needs are identified through the use of clinical paths and special consults.

4. Question:
Where is patient education documented?

Answer:
Patient Education is documented on the Interdisciplinary Patient Education Record, progress notes, nurse's notes, consult forms, and outpatient records.

5. Question:
What contact does the pharmacy have with patients and patients' families?

Answer:
Pharmacy has a departmental policy and procedure regarding patient education-discharge prescriptions which states that initial education about discharge prescriptions is provided by nurse/physician. When therapy is complex and additional resources are required, the pharmacist will provide additional patient and/or family education by formal consult. Documentation of education regarding discharge medications will

be recorded in the multidisciplinary education record.

6. Question:
How do you assess readiness to learn?

Answer:
The patient/family is interviewed prior to education and is reassessed throughout hospitalization. Readiness to learn is demonstrated by alert state, verbalization and ability to retain knowledge. Educators should choose the most “teachable moments” to educate patients. Outpatients are assessed at each clinic visit. The Interdisciplinary Patient Education (IPEF) Record, progress notes, consultations and out patient records are used to document.

7. Question:
How do pharmacy and nutritional services work together in patient and family education?

Answer:
Hospital Policy 5.1.2. The Pharmacy computer compiles a list of patients initiated on coumadin. This list is sent to Nutrition (via RAS) and patients are educated accordingly.

8. Question:
How is the family educated on how to assure compliance and continued care?

Answer:
Written Discharge Instructions provide patient specific instructions as well as future appointments. Case Management and Social Services also assist with discharge planning and education about such.

9. Question:
What questions can you ask your patients to determine their level of understanding regarding Patient Education?

Answer:
Ask them to repeat instructions back to you, ask them for details about their medications, and ask them for return demonstrations. You can also ask....What have you learned?; Once home, who can they call if they have questions? Do they believe they are able to care for themselves at home?

10. Question:
Does the hospital record any of its presentations?

Answer:
The hospital provides Patient Education programming on 3 different channels. The schedule for these programs is found in the Patient Handbook.

11. Question:
When do you start to educate the patient?

Answer:
The education process begins with initial patient contact and continues throughout the continuum of care.

12. Question:
How are patients educated about Food –
Drug Interactions?

Answer
The Hospital Policy on Food Drug Interaction describes which drugs are “targeted” as interacting with certain foods. The Pharmacy labels these drugs upon dispensation to the Nursing Unit. The Nursing Staff then educates the patient about these drugs and possible interactions and provides a written fact sheet to the patient/caregiver about such.