LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER  
- SHREVEPORT

HOSPITAL PATIENT/FAMILY EDUCATION POLICY

Purpose:

To promptly identify patient/family* educational needs in order to facilitate understanding of the patient’s health status, and care options, increase their potential to follow a therapeutic health care plan, and promote a healthy patient lifestyle.

Policy:

1. All patients shall be assessed for identification of educational/learning needs.

2. Patient assessment shall include identification of literacy problems, learning abilities, readiness to learn, financial implications of care choices, cultural and religious practices, emotional barriers, motivation to learn, physical and/or cognitive limitations and language barriers.

3. Once educational needs are identified, the health care worker shall determine what departments/disciplines will be required to meet those needs. Individuals or Departments involved may include:

   - Physicians
   - Respiratory Care Services
   - Inpatient/Outpatient Nursing Service
   - Clinical Lab
   - Specialized Nursing Educators
   - Radiology Services
   - Nutritional Services
   - Social Services
   - Pharmacy
   - Case Management

4. Specialized instructions regarding medications, treatments, diet, activities, exercise, and other pertinent educational needs shall be documented in the medical record. The patient/family level of understanding should also be noted, as well as any referrals and actions taken to assist the patient in meeting educational needs.

5. Patient/family members shall receive education regarding illness or injury, medications, food-drug interactions, and use of medical equipment from qualified personnel. Education shall include information about future appointments, community resources, and discharge instructions. Specific education may be given by specialized instructors in various hospital departments. All education shall be documented in the medical record, preferably in the Patient Education section. Discharge instructions shall be noted in the After Visit Summary (AVS). A copy of the AVS shall be given to the patient/family, and may be sent to the primary care provider. A copy of the instructions are retained in the patient’s medical record.

6. All specific educational forms that are to become a permanent part of the medical record must have the following approvals:

   a. Department Head
b. Other Department, if impacted  
c. Administrator  
d. Medical Records Committee  

A copy of all the Education forms shall be given to the patient/family member and a copy placed in the “Lite” medical record.  

* Family refers to the person(s) who play a significant role in patient’s life. Individual(s) may or may not be legally related to the patient.  

Administrator  
11/21/12  
Date  

Approved by Clinical Board:  9/19/00, 3/18/03, 3/21/06, 5/19/09, 11/20/12  
Written:  2/95  
Reviewed:  4/09, 11/12  
Revised:  1/97, 2/98, 8/00, 3/03, 3/06, 4/09, 11/12