

# SUNY DOWNSTATE MEDICAL CENTER

UNIVERSITY HOSPITAL OF BROOKLYN  
POLICY AND PROCEDURE

No. PFED-01

**Subject:** ORGANIZATIONAL PATIENT AND  
FAMILY EDUCATION

Page 1 of 4

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**The JC Standards:**  
PC.6.10, PC.6.30, PC.6.50

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## I. PURPOSE

To facilitate positive patient health outcomes by promoting healthy behaviors involving the patient / family / significant other in-patient care and care decisions.

## II. POLICY

1. Patients and their families will receive specific knowledge and skill needed to meet the patient's ongoing health needs.
2. Patients and family education is a collaborative and interdisciplinary process appropriate to the plan of patient care and shall actively involve the patient and/or family.
3. The patient and family educational process shall include assessment of the patient's/family's learning needs, activities, preferences and readiness to learn. Considerations shall be given to:
  - a. Cultural and religious practices
  - b. Emotional barriers
  - c. Physical and cognitive limitations

## ORGANIZATIONAL PATIENT AND FAMILY EDUCATION

- d. Language barrier
  - e. Desire and motivation to learn
  - f. Financial implication of care choices
  - g. Length of stay
4. The patient/ family education process shall include as appropriate to the assessed needs of the patient:
- a. The plan of care, treatment and services
  - b. Basic health practices and safety
  - c. Safe and effective use of medications
  - d. Nutrition interventions, modified diets, or oral health
  - e. Safe and effective use of medical equipment or supplies when provided by the hospital
  - f. Understanding pain, the risk of pain, the importance of effective pain management, the pain assessment process and methods for pain management
  - g. Habilitation or rehabilitation techniques to help them reach maximum independence possible
  - h. Smoking cessation interventions/support
  - i. Immunization information
  - j. Access and use of community resources
  - k. When and how to obtain further treatment if needed
  - l. Patient / family responsibilities regarding the patient's ongoing health care needs
  - m. Maintenance of good personal health practices, including oral health
5. Coordination of patient/ family educational support and resources in the hospital shall be the responsibility of the Patient Education Department in collaboration with other services / department (e.g. in developing teaching tools, guidelines, protocols, educational handouts and materials for specific patient population, etc.)

### **III. DEFINITION**

None

### **IV. RESPONSIBILITIES**

Physicians, Nurses, Dietitians, Respiratory Therapists, Physical Therapists, Social Workers, Patient Educators, Quality Management, Infection Control, Physician Assistants, Pharmacist

### **V. PROCEDURES/GUIDELINES**

#### **A. Assessment / Re-assessment of Patient / Family Learning Needs**

The physician, the nurse and other health care team members as appropriate, assesses the patient/ family learning needs during the pre-admission, admission, hospital stay, discharge phases of hospitalization and ambulatory care / follow-up visits as needed.

## ORGANIZATIONAL PATIENT AND FAMILY EDUCATION

Assessment/ re-assessment data are documented in the Nursing Assessment Record, the Progress Notes, Problem List/Interdisciplinary Plan of Care, and the Interdisciplinary Patient / Family Education Record.

### **B. Patient / Family Education Planning**

The physician nurses, the patient / family and other health care team members as appropriate develop the patient/ family educational plan which is integrated in the overall plan of care. This plan serves as the blueprint for the patient and family education activities used by the Interdisciplinary health care team members.

### **C. Implementation of Patient/ Family Education Plan**

The written educational plan is implemented by the appropriate interdisciplinary health care team members using a variety of teaching/ learning methods such as individual discussions, demonstrations, group teaching classes. The content is presented in an understandable manner. Availability of educational resources includes:

- Closed circuit TV programs/ audiovisual
- Written health education programs
- Health literature that has been approved and distributed by the Patient Education Department
- Community resources and referrals to programs that can meet special needs
- Computerized patient education medication handouts

### **D. Discharge Planning**

- Discharge instructions are given to the patient and those responsible for continuing care.
- The patient and family are educated on how to obtain further care, services or treatment to meet his/her identified needs.

### **E. Evaluation of Outcome**

- The patient's and family's understanding of learning needs are continually evaluated by members of the health care team.
- Evaluating learning objectives via return demonstration and/or verbal discussion/follow-up care.
- When behavioral objectives are not met, revision of the educational plan with alternate educational strategies are utilized and re-evaluated by members of the health care team.

ORGANIZATIONAL PATIENT AND FAMILY EDUCATION

**F. Documentation of Patient/ Family Education**

- Interdisciplinary Patient/ Family Education Record
- Progress Note
- Problem List
- Patient Discharge Plan

**VI. ATTACHMENTS**

None

**VII. REFERENCES**

2007 Joint Commission Accreditation Manual of Healthcare Organizations  
Provision of Care (PC.6.10, PC.6.30, PC.6.50)

Date Reviewed	Revision Required (Circle One)		Responsible Staff Name and Title
8-15-2008	Yes	No	Maria Yomtov, RN, MSN
	Yes	No	