

Patient and Family Education

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- I. Policy:

The Charleston Area Medical Center, Inc (CAMC Health System) recognizes the importance of patient and family education. CAMC Health System will assess, identify and facilitate the educational needs of the patient and family.

- II. Procedure:
 - a. Patient and family education is coordinated by a multidisciplinary council which reports activity and results to Operations via the CAMC Best Place to Learn Council.
 - b. Patient and family educational needs are identified and addressed through multidisciplinary task force groups formed from many sources, including but not limited to, collaborative practice groups, high performance teams, nursing council(s), specific patient population areas, feedback from quality improvement activities and medical staff committee(s) in response to identification of high risk, high volume and high cost issues.
 - c. The CAMC Institute for Academic Medicine education and media, marketing department, printing services and I/S contribute to the development and refinement of patient and family education resources required to achieve educational goals.
 - d. Each patient's educational needs pertaining to their current and ongoing care will be assessed, identified and addressed so that the patient/family will benefit from the health care interventions provided. Assessed learning needs will be prioritized in accordance with the anticipated length of stay. Education, as appropriate, will be provided in all areas of care and service.
 - e. Individualized assessments of the patient's and/or family's learning needs, readiness to learn, abilities, preferences and identified barriers shall be based on:
 - i. Cultural and religious beliefs, values and practices
 - ii. Literacy, educational level, preferred language and learning methods
 - iii. Emotional barriers and motivation to learn
 - iv. Physical and cognitive abilities
 - v. Financial implications of care choices, as appropriate
 - vi. Evidence based practice
 - f. Education includes, but is not limited to, required knowledge and/or skills related to:
 - i. Illness/condition
 - ii. Safe and effective use of medications according to the scope of services, laws, and regulations
 - iii. Nutritional interventions, potential food-drug interaction, modified diets and oral health, as indicated
 - iv. Rehabilitation techniques to enable the patient to adapt and be as functionally independent as possible in his/her personal environment
 - v. Pain and pain management as part of the treatment plan
 - vi. Advance directives, rights and responsibilities

- vii. Current and ongoing health care needs
 - viii. Patient safety
- g. Discharge instructions will be provided to the patient/family and, when indicated, to the facility or individual responsible for continuing care.
- h. Education will be documented in the patient's medical record and shall include an evaluation of the level of understanding. Any unusual situations such as, the refusal or barriers to learn, shall be documented.
The process of patient and family education will be provided in a manner designed to:
 - i. Provide an environment that encourages learning, asking questions and participation in decision-making and care
 - ii. Enhance the patient's/family's potential to follow the therapeutic health care plan to achieve optimal level of wellness
 - iii. Enhance caregiving skills to patient/family
 - iv. Assist the patient/family to cope with the patient's health status, prognosis and anticipated outcomes
- i. Availability of educational resources
 - i. The planning, development, and coordination of educational resources and activities are supported by the hospital system by a multidisciplinary process
 - ii. The development, selection, approval and acquisition of educational resources are coordinated through the direction of the Multidisciplinary Patient Education Council (MDPEC)
 - iii. Resources are available to meet the educational needs of patients in the various care settings throughout the health system. Resources include, but are not limited to, multimedia services e.g. leaflets, brochures, booklets, videos, equipment samples, on-demand closed circuit television and referrals to educational classes and support groups.
 - iv. Consumer Health Information Center website:
<http://healthinfo.camc.org/> is available for access to online resources.
- j. Interdisciplinary staff will demonstrate competency for providing and documenting patient/family education as it applies to specific clinical areas.
- k. Designated personnel from outside agencies shall provide patient/family Education, when equipment is provided for home use. Documentation of all instructions, as well as an evaluation of learning, must be completed on the agency's own approved form during the education session.