

Learning Center Network

Answers to most commonly asked questions

There are currently four centers represented in our Learning Center Network. The populations we serve and the resources available are different in each institution—this is reflected in the different models we used to implement our programs. We provided answers to the questions we are most commonly asked by colleagues from other hospitals who are interested in establishing a similar program.

The Children's Hospital of Philadelphia (CHOP)

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Program established in 1997

Staffing

The Center is staffed with 4 nursing FTEs (not including the manager) and a secretary. The secretary is responsible for scheduling all of the classes, but also for creating and maintaining all of our patient family education documents.

Funding

Our original space, furnishings, supplies and equipment was funded by a grant. After that we were funded by hospital operational dollars. Occasionally we get a small donation that pays for things like mannequins. We get equipment such as infusion pumps and glucose meters donated from individual vendors. We accept disposable supplies such as feeding bags from families who no longer need them, but cannot return them to homecare for infection control reasons.

Classes offered

We started with generic things such as CPR and well baby care. Then, we spoke with our home care agency about their high volume referrals, and added things like:

- Central line care
- Injections
- Diabetes
- Enteral feedings.

Once we established ourselves as a credible resource, requests for classes came from all over the hospital.

Making appointments

Initially, we had a set pattern to the day. For instance, we offered CPR at 9, SQ injections at 10, central line care at 11 and so on. These were all group classes. We soon learned that only CPR was really suited to group learning. For more

clinical classes, there was too much individualized clinical and developmental information. When we tried to meet the needs of each learner, the classes always ran late. We had much more success teaching clinical information one-on-one.

We accept referrals from any healthcare provider in our system. Our secretary has a script of questions for each type of class. She gathers the necessary information, completes a referral form that goes to the nurse teaching the class, and books the class at a time that works for the family. We do not do “repeats” or “refreshers.” We offer one class per family per topic. That’s the only way we can maximize our services. We’ve had to limit CPR to the 2 primary caregivers. This happened when our NICU and CICU decided to make CPR mandatory for all of their patients. We had to place limits in order to accommodate more families.

Rainbow Babies and Children’s Hospital, University Hospitals Case Medical Center in Cleveland, Ohio

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Program established in 1993

Staffing

We have 1.88 FTEs and 1 PRN position. The educators are responsible for program development and scheduling as well as for producing patient information sheets related to the classes we teach. We are managed by the Director of Patient and Family Services and do not have any secretarial or support staff.

Funding

Our program was funded by a grant for its start up operations. The educators’ salaries are paid for by pediatric nursing administration. We receive periodic donations from private donors and occasional grants to help with teaching equipment (medical dolls, manikins). Day to day restock supplies come from the divisions in the hospital who we service. Our basic office needs are paid for by Patient and Family Services.

Classes offered

When our center first opened, the classes were geared towards our neonatal population and covered: CPR, NG, and Broviac central lines. Since then, we have expanded to include the teaching needs of all of our pediatric patients. Additional offerings include:

- Diabetic education (insulin, blood glucose monitoring)
- All central lines, including PICC lines
- Seizure education, including medications
- CPR
- Enteral feeding tubes (NG,GT,G/J tubes)
- Tracheostomy care
- Ostomy care

- Medical conditions such as CHF, GE reflux
- Increased intracranial pressure
- Premie/infant care
- Clean intermittent catheterization
- Medication administration (SQ,IM, PO).

Making appointments

Referrals are made via our phone line 24 hours day/7 days a week. We accept referrals for our in-house patients from physicians, nursing, social work and others. Outpatient families are referred from the physicians who are affiliated with Rainbow and are seen if our schedule can accommodate them. Educators staff the center Mondays through Saturdays. The educator return calls and schedules the requested classes.

St. Louis Children's Hospital (SLCH)

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Program established in 2005

Staffing

The center is staffed by one health education nurse specialist.

Funding

Our Family Resource Center and the Teaching and Learning Center for families are both funded by the foundation.

Classes offered

Our classes focus on educating families about the procedures needed to care for their children at home. A survey was distributed to the nursing staff to elicit their wish list for classes. One on one discussions were held with advanced practice nurses, clinical nurses, and clinical educators representing the majority of medical services and nursing units at our hospital. Both lists were compiled and classes were chosen from the majority of responses. Classes chosen include:

- CPR,
- Broviacs, PICCs, ports
- Ostomy
- Gastrostomy
- NG feedings
- Tracheostomy.

Making appointments

Families, nursing staff and medical providers call the health education nurse specialist to request a class. The health education nurse specialist contacts the family to discuss the child's day of surgery, family involvement and educational needs. Family dynamics, discharge plans and medical issues of the child are also discussed.

Families have a better opportunity to choose their class time if the referral is made early in the week. Opportunities to choose class times are more limited if the class referral is later in the week. The health education nurse specialist delivers a letter of confirmation to the bedside or to the child's nurse if the family is not available.

University of Michigan Comprehensive Cancer Center

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Program established in 2003

Staffing

We have 2.4 nurse FTEs available to staff our center, which is open Monday through Friday from 8am to 6pm (50 hours a week). Monday and Tuesday are our two busiest days—we see an average of 16 patients each day. We staff these days with a nurse who works 9 hours and one who works 8 hours. We become progressively less busy as the week goes on. We did a time study and learned that the busiest times are between 10am and 2pm, so we have an additional nurse come in from 9:30am to 2:30pm.

Funding

Patient Support Services assists with office equipment and supplies and purchases all patient educational materials. Nursing assists with staffing and office space.

Classes offered

Classes are determined by need and work load issues. We offer the following classes:

- Infusion teaching for new cancer patients
- SQ injections for neupogen, neulasta, lovenox, sandostatin etc.
- IM injection teaching for Vit B 12
- Catheter teaching (Neostars, Hickmans, PICC, and Midlines)
- Continuous infusion
- Dressing changes/flushing
- Pre-infusion phone calls
- Glucometer teaching
- Port accessing/de-accessing
- Breast Care Center classes

Making appointments

Appointments are made by the clerical staff at each clinic when patients check out as directed by the MD, PA, NP or RN. We also have add on's, but they are harder to serve due to our busy schedule.

University of MN Medical Center, Fairview and the University of MN Children's Hospital, Fairview

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Program established in 1987

Staffing

We have 3.7 nursing FTEs, a program manager, and an administrative assistant for scheduling all of the classes on both campuses. We see over 4,300 patients a year and we are open 7 days a week, some evenings and holidays.

Funding

We were the first Learning Center to open in the country. We received a modest gift and supply/equipment donations from many drug companies. We conducted/published a couple of research studies when we first opened that proved the effectiveness of this model. This helped us to receive hospital funding and support for the program to continue and grow considerably.

Classes offered

- Infant/child CPR
- Blood pressure and pulse
- Blood glucose meters
- Diabetic skills
- SQ and IM injections
- IV medication administration
- Home intravenous nutrition
- Anti-coagulation medication a
- Introduction to chemotherapy
- Tracheostomy and laryngectomy cares
- Central intravenous line care (PICC, implanted ports)
- Placing and administering feeding tubes
- Urinary catheters
- Drainage tube care
- Preparing for joint replacement surgery
- Preparing for bariatric surgery
- Overview of organ transplant process (kidney, pancreas and liver)
- Organ transplant medications (kidney, pancreas, liver, heart and lung)
- Self-care after an organ transplant (kidney, pancreas, liver, heart and lung)
- Home monitoring device for post lung transplant patients
- Kidney failure options
- Congestive heart failure
- Preparing for discharge after a stroke
- Amphotericin B through a nebulizer
- Pectus repair home care
- Pediatric cardiology discharge class

- Asthma
- Left Ventricular Assist Device dressing changes
- Ascites drainage
- Caregiver class for family members of someone with a serious chronic illness

Making appointments

Our administrative assistant schedules appointments after receiving phone requests from inpatient and outpatient staff members. We have a number of reserved spots for our group classes, which include the pre-op classes, anti-coagulation medication, organ transplant classes and family CPR. We teach the rest of the classes on a one-on-one basis. In August we are implementing a system in which appointments can be requested via our electronic medical record as a “Patient Learning Center order.” This will make our scheduling process much more efficient.