

Forming a Solid Foundation for Patient Education Through Collaboration

Health Care Education Association.
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Objective

Describe the process of developing a collaborative approach to patient and family education at an Academic Medical Center.

"I not only use all of the brains I have, but all I can borrow."

Wilson, Woodrow 28th President of the United States (1856-1924)

Two Year Process

Staff Needs Assessment
Strategic Planning Retreat – Set Priorities
Develop and have Policy accepted
Create Pt & Family Education Advisory Committee and connect all UVaHS Committees involved with Pt Ed
Define Consumer Information vs Patient Education
Create a "look" for materials with Marketing
Examine use of Consumer Health Library
Review technology products to determine if useful
Develop staff education about how to teach and document
Rework Hospital Health Television system

What were seen as the priorities?

Recommendation # 1 Work with Marketing to develop template
Recommendation # 2 –Create patient education repository for print & AV materials
Recommendation # 3 – Create a multidisciplinary Pt Ed Oversight Committee
Recommendation # 4 –Develop a standard format for documentation
Recommendation # 5 –Identify gaps in needed patient education materials and prioritize efforts to develop absent instructional materials (based on top DRGs and top D/C Skills)
Recommendation # 6 –Adopt the Consumer Health Education Institute (CHEDI) tool as a patient intake tool. Implement as a pilot study across all settings.
Recommendation # 7 –Develop a tool to evaluate the patient education outcomes from staff instruction
Recommendation # 8 - Standardize staff training program for patient instruction.
Recommendation # 9 – Establish a "teaching expert" directory. Establish a patient education resource center

UVaHS Policy 0269 –

Health care providers shall provide patients and their families appropriate education based on their assessed needs. *The goal of education is to support patients and families in making informed decisions about their health and care; prepare patients and families for surgical, medical and diagnostic procedures; help patients and families manage their diseases and conditions by developing self-care skills, recognizing and address problems, and getting answers to health-related questions.* Patient and family education shall be documented in the patient's medical record using discipline-specific notes and/or through the interdisciplinary care planning process. This policy sets forth standards for the provision and documentation of patient and family education.

What's Next?

Organized approach to low-literacy materials

Basic

Facts

In Depth

Repository for all materials

Translation Style and process

DVD Education / Discharge Instructions

Coordinated Pre-Operation/Pre-Procedure

Information including "advocacy"

Challenges

Making materials available until the repository is completed
Development of Electronic Medical Record
Individual and Department "hold outs"
Little budget
Conflicting priorities
Education/Communication system to all staff to encourage a consistent approach

Collaborators

Nursing Governance Program
Claude Moore Health Sciences Library
Marketing, Communications & Outreach
Patient & Guest Services
 Language Assistance Services
 Information Desks
 Dispatch Office
Clinical Engineering
UVa Public Health Sciences Department
UVa Printing & Copying Services
Chaplaincy Services
OT/PT/RT/Speech/Social Work

Other Handouts Available

"Finding Health Information Resources at UVa Health System"
Community Health Screening Form & Instructions
UVa Patient & Family Handbook
"Video Guide"
"Communication & Culture Resources at UVa"
Printing & Copying Instructions, Pt Ed materials development and Translation Guidelines