


**GUAM MEMORIAL HOSPITAL AUTHORITY
ADMINISTRATIVE MANUAL**

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TITLE: PROVISION OF PATIENT/FAMILY EDUCATION				
LAST REVIEWED/REVISED: 11/2015				
ENDORSED: PFEC 11/2015				

PURPOSE:

To establish a protocol for teaching patients and family members about their health condition and to promote health improvement as patients/families understand their responsibilities regarding ongoing health care needs.

POLICY:

Patient education is the responsibility of the Interdisciplinary Care team (IDCT). The identified educational needs will be communicated to each of the different departments when requested for patient/family education.

The Interdisciplinary Care team (IDCT) will utilize appropriate teaching methods when providing information to patients and/or family members; will teach from the established curriculum (when available); will uphold patient rights by acknowledging and accommodating individual learning needs and preferences and document all teachings appropriately.

PROCEDURE:

- A. Prior to the teaching session the IDCT will review the patient's medical record to gain an understanding of past medical history and any special needs noted by the physician or nursing staff.
- B. With the patient's agreement, an informal and brief assessment will be completed allowing the IDCT to determine the patient's understanding of their health condition and their willingness to learn new information. The assessment will consider cultural and religious practices, emotional barriers, physical and cognitive limitations, language barriers and financial implications of health care choices.
- C. A teaching plan will be developed and priorities established. Interaction with the patient/family members will help to identify specific learning needs.
- D. Each session with the patient will be individual to the patient needs. The IDCT will assess the learning environment before proceeding with instruction. The patient's condition and preferences will determine the course of instruction. The IDCT will continuously elicit feedback to ensure that information is understood, appropriate and useful.
- E. The IDCT will use appropriate language/vocabulary, utilize a variety of teaching techniques and display a concerned, interested, encouraging attitude.
- F. The IDCT will incorporate the following objectives into the teaching process:

1. The Patient's and/or family's "need to know" will be clearly established, along with the expected benefits of adherence to the therapeutic plan.
 2. Patients/families will be encouraged to direct questions to the nursing staff and physician, thus promoting patient interaction with providers and active participation in health care decisions.
 3. Strive to enhance the patient's ability to cope with his/her health status after discharge through referral to support groups or other community resources.
 4. Self-care skills will be emphasized, thereby increasing confidence and motivation as patients learn to function independently.
 5. Promotion of wellness and healthy lifestyles will help patients accept responsibility for health improvement (with primary focus on behavior/risk modification).
- G. The IDCT will document each interaction with the patient in the IMED system and update accordingly.
- H. When necessary, the Patient Educator and/or licensed nurse will communicate patient needs to other members of the health care team when necessary and request their assistance to reinforce health concepts which have been introduced to the patient.
- I. When the Patient Educator is not available, the department nursing staff will attend to the Patient's and/or family's education needs. Support patient education teaching materials can be accessed from Krames On Demand, the approved online resource for the hospital, or education sheets can be requested from the Health Educator in the Education Department.

RESCISSION:

Policy No. 6140-7, Provision of Patient/Family Education of the GMHA Administrative Manual made effective 08/28/1995.