

TIPS for Readiness

ISSUE 4 | 2012

Preparing you for The Joint Commission survey and more

Be Ready

Improve Outcomes with Patient Education

- Reduce complications.
- Improve patient adherence to the treatment plan.
- Prevent many hospital readmissions.

Follow these steps:

1. Assess

- What does the patient, family or authorized representative need to know? ...want to know?
- Does the patient, family or authorized representative have any barriers to learning? Barriers can be physical (such as pain or cognitive, visual or hearing deficits), emotional (anxiety and denial) or may include language, literacy level or cultural/religious beliefs. Once you identify a barrier, address how you can remove it.

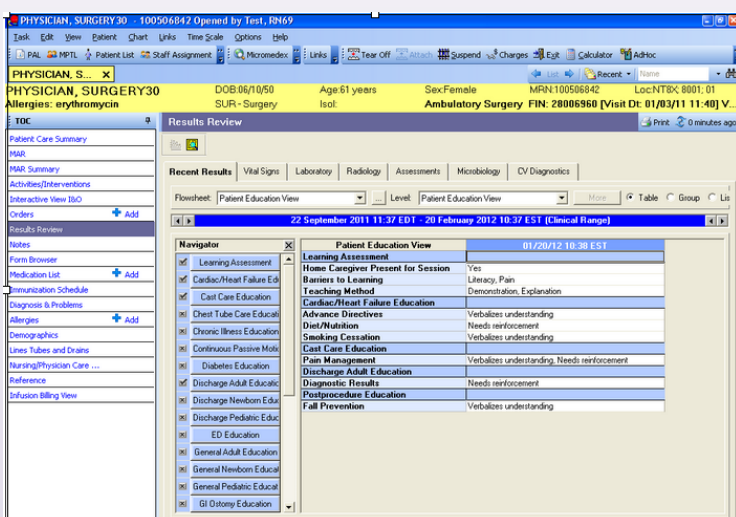
2. Plan

Consider:

- What have other providers identified as learning needs? Hint: Look at the **Patient Problem List and Results Review** screen in the Albert Einstein Clinical Information System (AECIS).

Check for what has been taught, evidence of learning and/or if reinforcement is needed.

Click on “Results Review” in the TOC.



- What is the patient's preferred learning style and preferred language for healthcare communication?

3. Implement

Include (but patient education is NOT limited to) teaching on:

- Medical condition and Plan of Care.
- Treatments and procedures.
- Medications (dosage, route, side effects and food-drug interactions).
- Medical equipment.
- Post-discharge follow-up.
- Safety.

4. Evaluate

- Can the patient explain what he/she was taught in their own words?
- Does he/she need reinforcement?

5. Document

- Use AECIS to document **all** patient education (required) and take credit for the patient teaching you do.

STANDARD OF THE WEEK



Staff are Competent to Perform their Responsibilities HR 01.06.01

The standard requires that the hospital:

- Defines the competencies required of its staff.
- Uses assessment methods to determine individuals' competency.
- Ensures that individuals with the appropriate educational background, experience or knowledge related to the skills will review and assess competence.
- Assesses and documents staff competence.
- Takes action when competency does not meet expectation.

POLICY REMINDER OF THE WEEK



Patient Visitation Policy A01-218.0

Review the policy on e-Net and be prepared to know that patients have the right to:

- Decide who, including but not limited to a spouse, domestic partner, family member(s) or friend(s), may visit them.
- Change, deny or withdraw their designated visitors at any time.

QUESTION OF THE WEEK



How should the requirement that patients must be informed of their rights be carried out at Einstein?

You can find the answer in the next issue of “TIPS for Readiness.”

Answer to last issue's question (Who is required to perform hand hygiene prior to entering a patient's room?): Everyone entering a patient's room is expected to perform hand hygiene.