

**HARDIN COUNTY GENERAL HOSPITAL
HOSPITAL-WIDE POLICY**

Title: Patient and Family Education
Policy Number: HW122
Regulation:

Effective Date: 9/30/2004
Med Staff:
Admin:

I. POLICY

To improve patient health outcomes by promoting healthy behavior and involving the patient/family in care and care decisions.

II. DEFINITIONS

NA

III. RESPONSIBILITY

All Staff

IV. EQUIPMENT

NA

V. PROCEDURES

INFECTION CONTROL: N/A

1. The patient/family's learning needs are assessed on admission by the nursing staff to include:

Current Illness	Medication & Food/Drug Interactions
Diet/Nutrition	Equipment/Rehab Techniques
Home Care	Community Resources

The assessment considers:

A. Factors that may influence patient/family's ability to learn:

- a) Language barriers
- b) Religious beliefs
- c) Cultural factors
- d) Motivation
- e) Hearing/vision/speaking impairments
- f) Physical and Cognitive impairments
- g) Emotional barriers

B. Preference and readiness to learn

2. Financial implications of care choices are discussed with patient/families by the appropriate discipline when indicated. Such disciplines would include the attending physician, business office personnel, social service, etc.
3. When school aged children and adolescent patients are hospitalized for long periods of time, arrangements are made for them to continue with classroom assignments.

4. Patient/families are educated during their hospital stay and upon discharge by the appropriate discipline using applicable guidelines on the following topics:

Safe and effective use of medications	Rehabilitation
Safe and effective use of medical equipment	Community Resources
Diet and nutrition	Follow-up care
5. Patient/families are informed in writing about their responsibilities regarding ongoing health care needs upon admission by the admitting personnel.
6. The hospital encourages and provides education when necessary to help the patient with maintaining or improving personal hygiene and grooming during their hospital stay. Privacy is ensured at all times.
7. An interactive approach to patient/family education is used by identifying the patient's learning needs, considering the anticipated length of stay, assessing the abilities and readiness of the patient/family, setting priorities of care, and seeking feedback to evaluate their understanding and effectiveness of what was taught.
8. Discharge instructions are provided to the organization or individual responsible for the patient's continuing care.
9. The hospital plans, supports and coordinates activities and resources for patient/family education by encouraging patient/families to ask questions and participate in their care, providing staff competency and education, identifying individual learning needs and community resources, providing appropriate educational materials that are understandable, and delivering education in a safe, timely and caring manner.
10. The hospital provides for patient/family education using a variety of methods:

Inpatient:
 Audiovisual equipment is utilized in the primary language of the patient/family.
 Educational reading material.
 Demonstrations by appropriate staff members.

Outpatient:
 Referrals to support groups and other appropriate community resources as identified.
11. Patient/family education is interdisciplinary as appropriate to the plan of care and patient needs.

VI. DOCUMENTATION
 NA