

Institutional Handbook of Operating Procedures Policy 09.03.04	
Section: Clinical Affairs Policies	Responsible Vice President: EVP and CEO Health System
Subject: Patient Rights	Responsible Entity: Nursing

I. Title

Patient Family Education

II. Policy

Patient/family education is an interdisciplinary and collaborative process designed to meet the needs of the individual patient throughout the continuum of care. Each patient’s learning needs and preferred method of education and instruction are assessed. Educational materials may be provided to patients as a reinforcement or resource for teaching, and should be provided (when possible) in their preferred language, and with the assistance of an interpreter.

The health care team is responsible for:

1. Assessing the patient's need for information, understanding, and/or skills inclusive of special communication needs, interpreters, etc.
2. Identifying, planning, and coordinating the teaching interventions necessary to meet the ongoing healthcare goals of the patient/family and their health literacy needs.
3. Initiating interventions designed to address specific learning needs.
4. Providing education on self-management tools and techniques and how to communicate concerns regarding patient safety before, during, and after care.
5. Evaluating the learners response and documenting/communicating the outcome and need for follow up teaching.

UTMB respects the diverse cultural needs, preferences, and expectations of the patients and families it serves to the extent reasonably possible while appropriately managing available resources and without compromising the quality of health care delivered.

III. Needs Assessment Factors

Assessment of patient/family learning needs includes:

1. identification of designated learners to be involved in the educational process
2. preferred language or mode of communication
3. a patient's ability to read written materials
4. prior knowledge of identified topics
5. readiness to learn
6. identified barriers to learning (including physical, cognitive, or emotional limitations)
7. cultural, spiritual or religious factors
8. age/developmental factors

IV. Definitions

Patient education is an individualized, systematic, structured process to assess and impart knowledge or develop a skill in order to effect a change in behavior. The goal is to increase comprehension and participation in the self-management of health care needs. The patient/family/significant others play an active part in the process. Patient education is an important component of care in both inpatient and

ambulatory settings.

V. Dates Approved or Amended

<i>Originated: 07/18/1997</i>	
<i>Reviewed with Changes</i>	<i>Reviewed without Changes</i>
08/14/2014	11/08/2017

VI. Contact Information

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