



Improve the patient education process
at Labib Medical Center by using a standardized approach
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INTRODUCTION

Patient education plays a major role in patient satisfaction and is integral to quality patient care. The implementation of the nursing role has major implications on the quality of patient care delivered and the ability of the patient and family to manage the disease state. However, there is evidence that even though nurses see patient and family education as a priority, effective education is not occurring.

PROBLEM

Inadequate patient’s education during patient’s hospital stay.
Omission of information given to the patient by nurses such as not informing him about the admission procedures, and not sharing with him his treatment plan and lab values and radiology tests findings, etc. and also not giving him pertinent information on discharge.

Team:

- 1 Physician
- 2 Nurse Managers
- 2 Clinical Nurses
- 1 Clinical Nurse Educator
- 1 Clinical Pharmacist

Coach:

Nursing Director

CONTIBUTING FACTORS

- Absence of comprehensive policies and procedures
- Non standardized approach
- Inadequate staff training



CONSEQUENCES

- Non compliance of the patient on his treatment plan
- Dissatisfaction and patient complaints
- Delay in treatment

AIM

Improve the quality of patient education at Labib Medical Center as a way to enhance patient safety and satisfaction and continuity of care.
Main Aim: Reduce the number of patient information omissions during patient education process.

INTERVENTION

Develop a standardized patient education tool

- Form multi-disciplinary team
- Review and update the current handouts and edit new handouts
- Audit and Collect baseline data on number of omissions during patient education process
- Develop a standardized tool
- Pilot tool, get feedback, and adjust accordingly
- Audit and Collect post data to evaluate

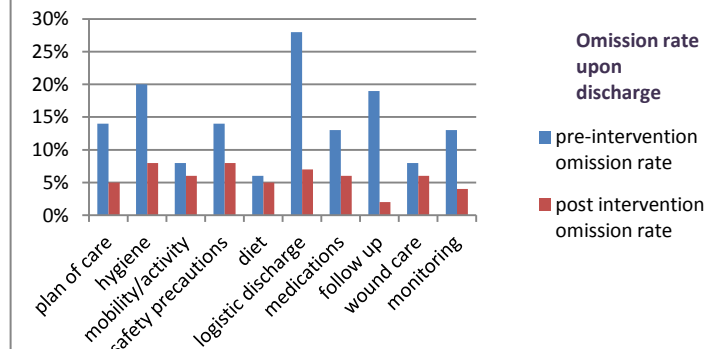
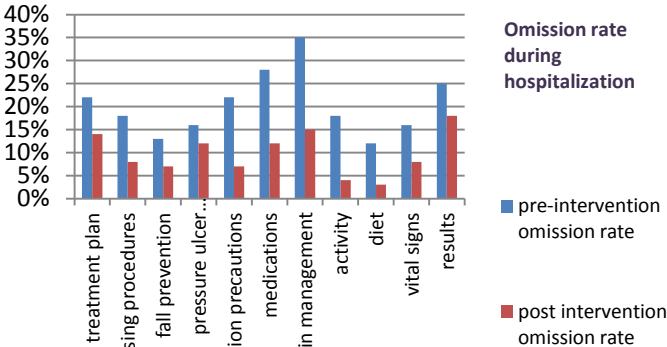
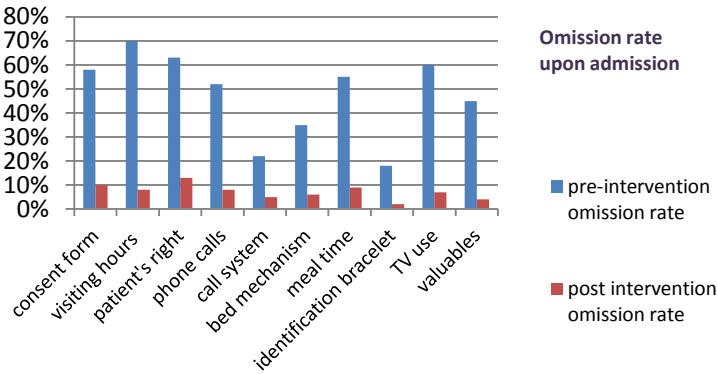
Enhance patient education skills

- Train all nurses on the standardized tool
- Train all nurses on the patient education process
- Train all nurses on how to ensure safe and adequate environment during patient’s education process

RESULTS

Audits were done pre and post intervention over 8 months on 3 phases: Upon admission, during hospitalization and upon discharge. total of 31 criteria were audited.
The sample: 50 observations each phase pre and post intervention → 300 observations .
The indicator: number of omissions during patient education / total number of observations.

	Omission rate Pre-intervention	Omission rate Post-intervention
Upon admission	48%	7%
During hospitalization	12%	5%
Upon discharge	14%	6%



Conclusion

The purpose of this project was to improve the quality of patient education as a way to decrease the risk of errors and to increase the patient safety and satisfaction. Preventing errors not only enhances patient safety, but also reduces healthcare expenditures resulting from these errors.

The new patient education tool served as a way to remind nurses of all important criteria that need to be transmitted to the patient, and led to more precision in the education process.

In addition, incorporating effective patient education training in the orientation program and the yearly competency program of RNs is essential not only to sustain achieved improvement, but also to enhance it.

Importantly, the new patient education tool was also integrated as a permanent part of the patient file, where it will be audited on an on-going basis for completion.

LESSON LEARNED

Criteria for any quality improvement project success are: Systems thinking, Evidence-based practice, Contextual leadership, team work & management support.

AKNOWLEDGMENT

Thank you for Labib Medical Center Top Management, Nurses and Physicians who are always willing to improve.