

## STANDARDS

- PFE.1 Hospital leaders support patient and family education.**
- PFE.1.1 The hospital develops policies and procedures to ensure effective patient and family education process.
  - PFE.1.2 There is an appropriate structure and efficient resources for patient/family education throughout the hospital.
  - PFE.1.3 According to the size of the hospital and its scope of services, the hospital assigns adequate health educators to cover the needs of patient/family education (e.g., diabetic educator, nurse educator).
  - PFE.1.4 The hospital provides different teaching methods for the health education process such as pamphlets, diagrams, models to practice on, videos, or other teaching methods.
  - PFE.1.5 The job description of the clinical staff (e.g. nurses, physicians, dietitians) reflects their role in patient/family education.
  - PFE.1.6 Clinical staff and health educators are knowledgeable about their essential role in patient education.
  - PFE.1.7 There are discussions of patient education efforts in staff meetings as an integral part of the care process.
- PFE.2 The hospital ensures proper communication between the health educator and the patient/family.**
- PFE.2.1 Patient/family education is provided in an easy language understandable by the patient/family.
  - PFE.2.2 Sufficient time is provided to allow the patient to understand the information provided and interact with the health educator.
- PFE.3 Each patient's educational needs are assessed and planned.**
- PFE.3.1 Staff conduct educational needs assessment for every patient by:
    - PFE.3.1.1 Assessing learning needs.
    - PFE.3.1.2 Assessing literacy skills.
    - PFE.3.1.3 Assessing caregiver/patient's readiness and ability to learn.
    - PFE.3.1.4 Assessing patient's capability and motivation to provide self-care.
    - PFE.3.1.5 Assessing caregiver/patient's appropriate educational materials and methods that meet their learning skills.
    - PFE.3.1.6 Assessing who will provide care after discharge (caregiver and/or patient).
  - PFE.3.2 Staff use the assessment findings for planning and delivery of education as appropriate to the plan of care.
  - PFE.3.3 Staff provide the caregiver/patient with educational materials that meet their learning skills (e.g. written and verbal notes, pictures, demonstration).
  - PFE.3.4 When the patient is unable/unsuitable to learn (e.g., comatose, child, mentally disabled), education is provided to the family or the caregiver.