



reading back by the receiver, and the confirmation by the individual who gave the order or test result).

Patient & Family Education Standard Intents

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.
-

Standard Intent:

To increase patient's and family's understanding of the patient's health status, health care options, and consequences of options selected, many different staff in the organization shall educate patients and families. In the course of patient care, every patient/family interaction is an opportunity to educate. So, all staff categories will be involved in the process of patients and families' education. That is why it is important that staff members be knowledgeable about their role in the education process and discussion of educational activities be evident in their different meetings. The hospital should decide how it organizes its educational resources in an efficient and effective manner. Thus, organizations may decide to appoint an education committee or create an education service or unit. Health educators need to be assigned based on the hospital scope of services and high volume services.

PFE.2 The hospital ensures proper communication between the health educator and the patient/family.