

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.