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- PFE.5.5 The hospital provides the patient with the necessary education and information about any surgical procedure needed and its benefits and potential risks.
 - PFE.5.6 The hospital provides the patient with the necessary education and information about the pre-operative preparations needed and their importance.
 - PFE.5.7 The hospital provides the patient with the necessary education and information about post-operative care (e.g., breathing exercises, diet, and wound care).
 - PFE.5.8 The hospital provides the patient with the necessary education and information about the necessary medications, the frequency, potential side effects, and food-drug interactions.
 - PFE.5.9 The hospital provides the patient with the necessary education and information about radiological procedures, their benefits, and the potential risks involved.
 - PFE.5.10 The hospital provides the patient with the necessary education and information about the rational and benefits of any dietary restrictions.
 - PFE.5.11 The hospital provides the patient with the necessary education and information about the conditions in which the patient needs to seek medical assistance and how to access it if necessary.
 - PFE.5.12 The hospital ensures that the patient has his follow up clinic appointments.
 - PFE.5.13 The hospital provides the patient with the necessary education and information about how to carry out activities of daily living.
 - PFE.5.14 The hospital provides the patient with the necessary education and information about community resources for additional care and how to access emergency services if necessary.
 - PFE.5.15 The hospital ensures that the patient can always state the name of his most responsible physician.
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Standard Intent:

The organization routinely provides education in areas that carry high risk to patients. Education supports the return to previous functional levels and maintenance of optimal health. Education includes both the knowledge needed during the care process and the knowledge needed after the patient is discharged to another care site or home. Thus, education can include information on community resources for additional care and required follow-up care and how to access emergency services if necessary. The organization uses different educational methods and processes to educate patients and their families on at least the topics highlighted in the standard.

PFE.6 The patient/family education is evaluated for effectiveness.

- PFE.6.1 Clinical staff and health educators obtain feedback from the patient and/or family to ensure proper understanding (e.g., demonstrates learning, verbalizes understanding).
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Standard Intent:



The patient's and family's understanding of learning needs shall be continually evaluated by members of the health care team. Evaluating learning objectives can be done via return demonstration and/or verbal discussion/follow-up care. When behavioral objectives are not met, revision of the educational plan with alternate educational strategies are utilized and re-evaluated by members of the health care

PFE.7 All patient education activities are documented in the patient's medical record.

PFE.7.1 The educational needs assessment and planning is documented in the patient's medical record.

PFE.7.2 The patient's response to education is documented in the patient's medical record.

Standard Intent:

When teaching takes place, all instructions should be documented as soon as they are given include who the learner was - the patient and/or a family member, the needs assessment, the educational plan, and the patient response. The documentation should be evident in the patient's medical record with clear identification of the staff member/s involved in the education process.

Patient & Family Education and Rights Standard Intents
