

learner to change his/her behavior. This will provide patient/ family educational plan that shall be integrated in the overall plan of care. This plan serves as the blueprint for the patient and family education activities used by the Interdisciplinary health care team members.

Family members are the vital links in the transition from hospital to home care or will be the primary target of the education process in case of patients unable/unsuitable to learn. Families must be included in discussions and demonstrations. Family is any person who plays an important role in the patient's life.

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**PFE.4 Patients and their families receive education to help them give informed consent, participate in care process, and understand any financial implications of care choices.**

PFE.4.1 Patients and families are educated about informed consent.

PFE.4.2 Patients and families are educated about participation in the care process and decisions.

PFE.4.3 Patients and families are educated about any financial implications of care decisions.

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**Standard Intent:**

Patient participation means involvement of the patient in decision making or expressing opinions about different treatment methods, which includes sharing information, feelings, and signs and accepting health team instructions. Given the importance of patient participation in healthcare decision making which empowers patients and improves services and health outcomes, the hospital needs to educate the patient and family to participate in decision making about health care options. Education provided as part of the process of obtaining informed consent for treatment is an example of patient participation in the care process. Education is also provided to support other care decisions of patients and families. On occasion, such as when the patient and family will pay for care, it is important that they are educated about the financial implications associated with care choices, to decide whether to proceed with the plan provided or to choose another alternative.

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**PFE.5 Patients and their families are given the necessary education and information by clinical staff and health educators as appropriate to their needs.**

PFE.5.1 The hospital provides the patient with the necessary education and information about the primary illness and all possible complications.

PFE.5.2 The hospital provides the patient with the necessary education and information about infection control practices, adding emphasis on basic hand washing.

PFE.5.3 The hospital provides the patient with the necessary education and information about the required treatments and procedures.

PFE.5.4 The hospital provides the patient with the necessary education and information about the appropriate and safe use of the medical equipment or appliances.

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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.

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**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:**