مستشفى الوكرة Al Wakra Hospital
Patient Family Education Unit

Institute for Healthcare Improvement

Improving Patient and Family Education compliance in Outpatient units of Al Wakra Hospital

مؤسسة حمد الطبية Hamad Medical Corporation
HEALTH · EDUCATION · RESEARCH

Nursing Informatics Department

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BACKGROUND

Patient and family education (PFE) is an individualized, systematic, structured process to assess and impart knowledge in order to help patients and families to understand their rights and responsibilities in their care, treatment, and services. In Al Wakra hospital patient family education compliance rate in outpatient units was 21% in October 2015, as compared to Joint Commission International benchmark of 90%.

GOAL

To enhance nursing staff compliance and documentation of patient family education in outpatient units of Al Wakra hospital from 21% to 90% within 4 months.

ACTION TAKEN

Using the Institute of health improvement's (IHI) model of improvement a series of changes based on recommended actions were implemented to improve patient family education.

1.Improve patient family education awareness:

Interventions by Head of PFE:
1.1)Emphasized health care provider's role in PFE according to PFE policy CL 6090.
1.2)Emphasized importance of PFE and impact on patient care.
1.3)Informed nursing staff to consult PFE team to determine critical components for PFE.
1.4)Standardized patient education based on patient's need.

2.Patient family educational session:

2.1) PFE Head and Nursing Informatics arranged educational session to explain proper PFE documentation.
2.2)Head of PFE, CDS team and Nursing Informatics developed annual educational plan for nurses.
2.3)Nursing Informatics team expanded the topic on PFE documentation in CIS training of new staff.
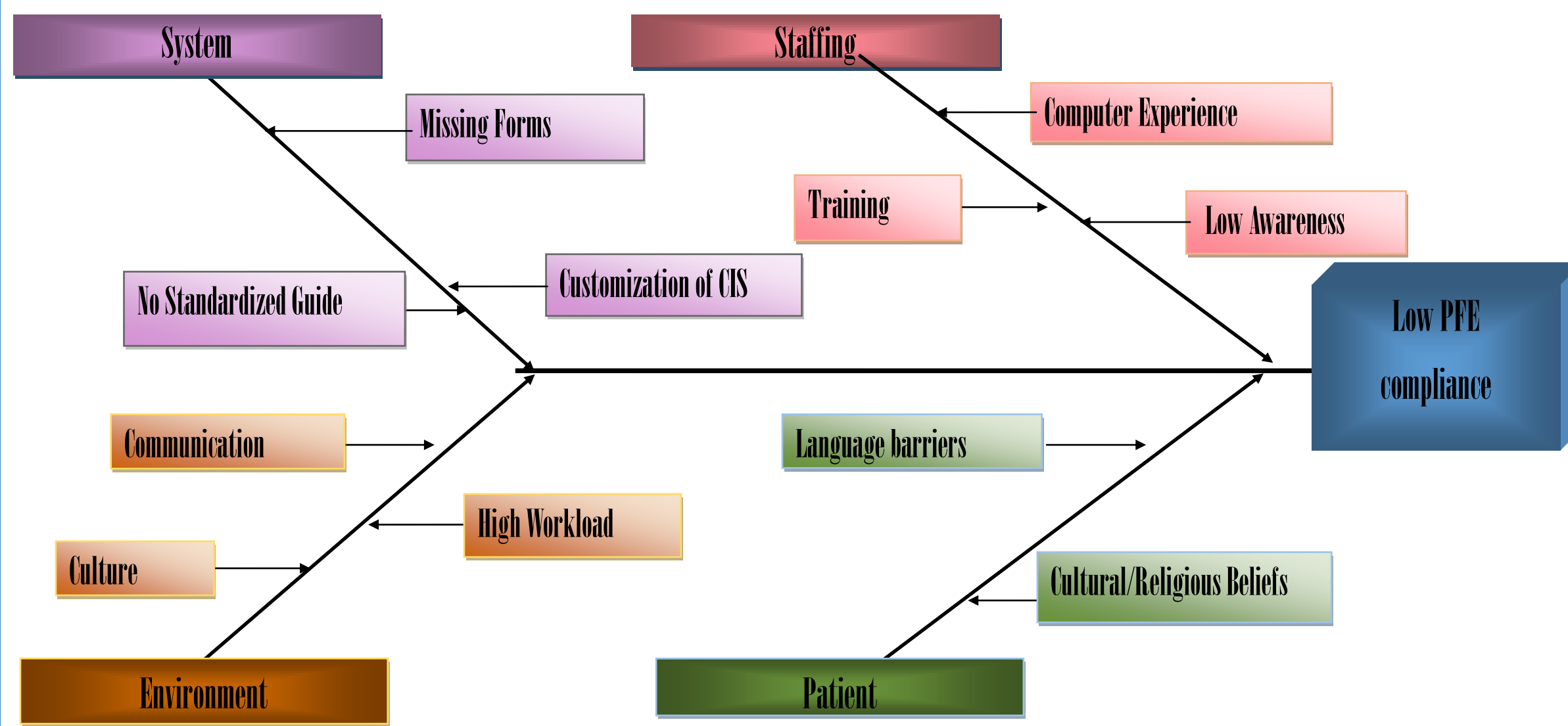
CAUSE AND EFFECT DIAGRAM

Figure1: Brainstorming session with the process–owners was held to find out the root causes of Low Patient Family education compliance.
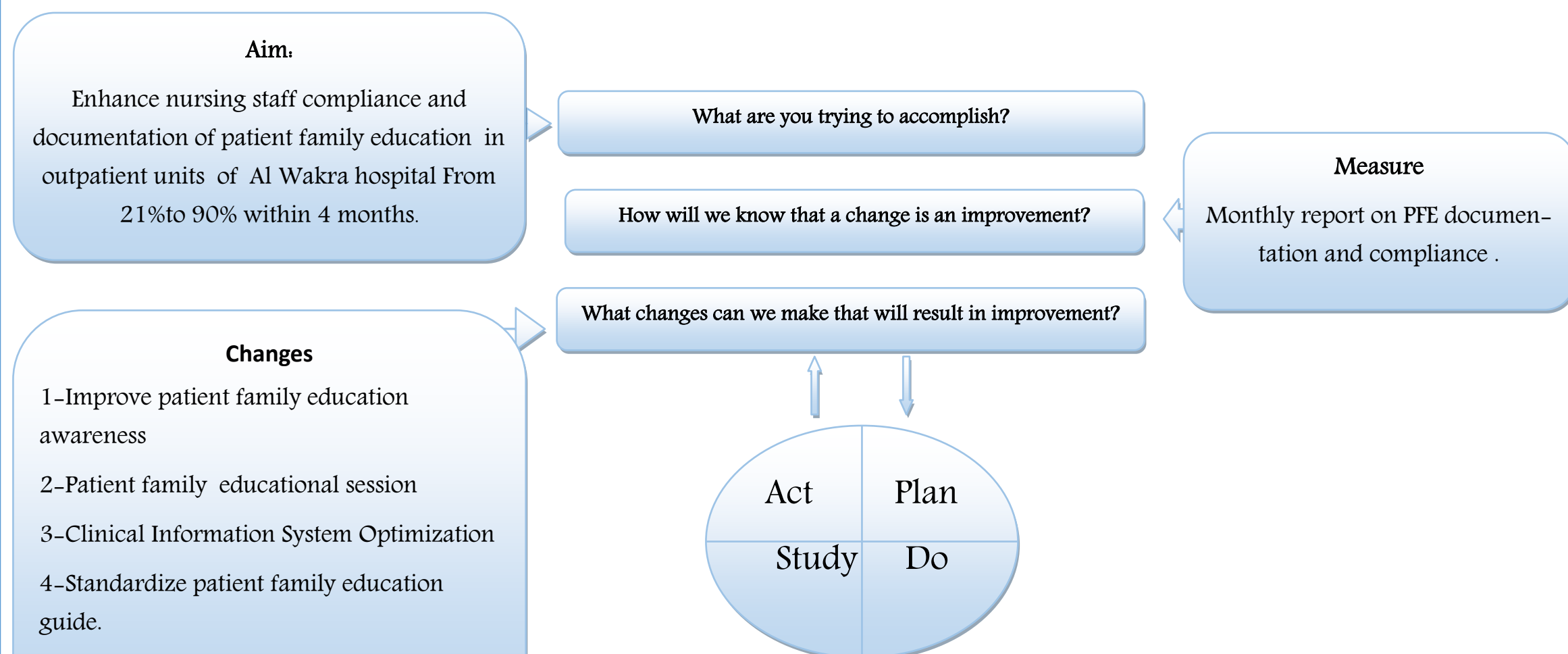

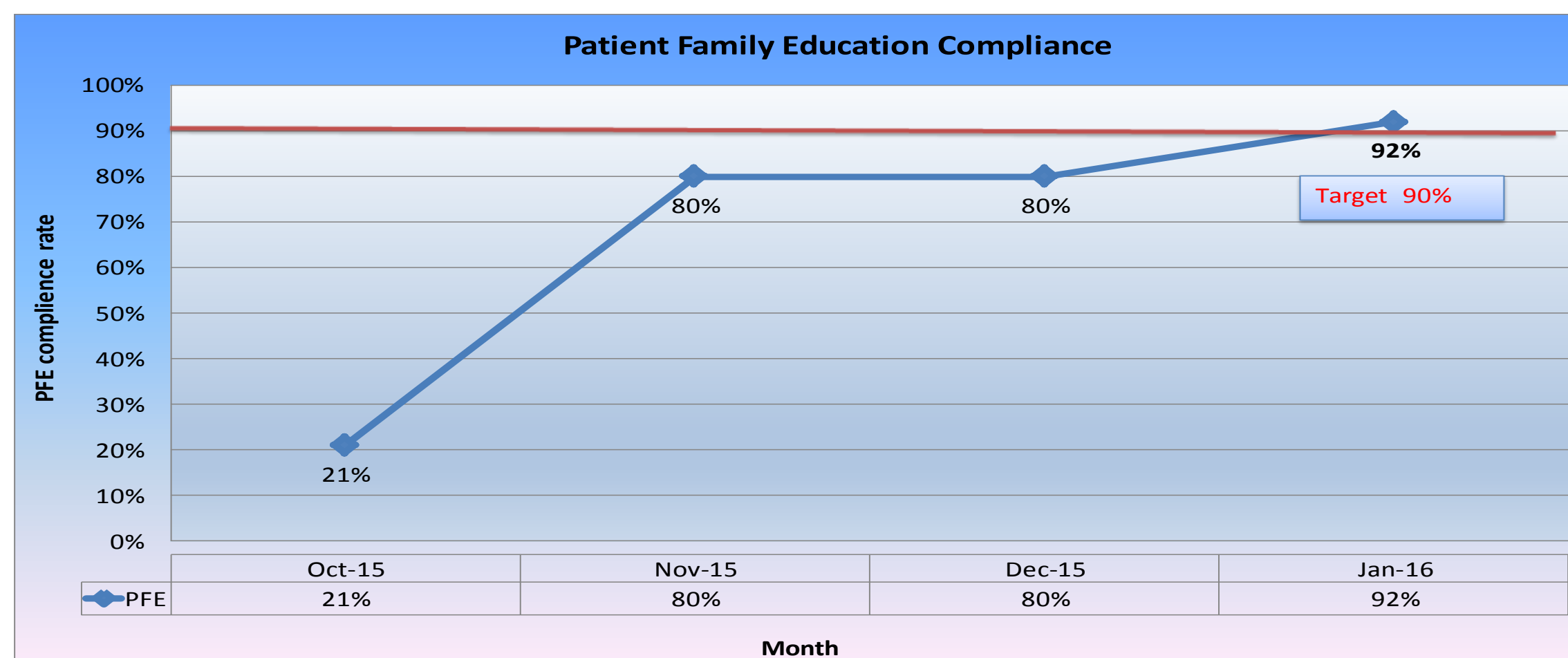Figure2: IHI Model of Improvement .

Figure3: Monthly patient family education report

ACTION TAKEN ….Continued

3.Clinical Information System optimization.

3.1)NI Team in collaboration with HICT added missing PFE documentation forms.
3.2) Nursing staff documentation needs and issues were promptly addressed by the team.

4.Standardize patient family education guide.

4.1)Nursing Informatics team developed standardized guide on proper PFE. according to PFE policy CL 6090.
4.2)PFE documentation guides were placed on unit Nursing Informatics bulletin boards.
4.3)Circulated PFE guide to familiarize PFE documentation.

5.Improve PFE communication:

5.1)Memo was sent by PFE head to reinforce nursing staff engagement.
5.2)Link to PFE documentation video available in NI webpage was sent to all nursing staff by Nursing Informatics.
5.3)Monthly report on PFE documentation and compliance was sent by Clinical Documentation Specialist (CDS).

CONCLUSION/LESSSONS LEARNED

Nursing staff compliance and documentation of Patient family documentation in outpatient of Al Wakra hospital improved from 21% to 92% due to continuous education and monitoring by the head of PFE, NI team, and hard work and efforts of OPD staff.

ACKNOWLEDGEMENT