

Procedure: Patient education



Policy Number Superseded: 3364-110-07-03

Responsible Department: Nursing Services

Effective date: 5/2024

Scope: All University of Toledo Medical Center Nursing Services personnel

This procedure is authorized by the university's policy 3364-100-60-02, Patient Rights and Responsibilities.

The day-to-day implementation of this procedure will be the responsibility of Nursing Services. Patient education is pivotal in improving patient outcomes by promoting healthy behavior and involving the patient and/or family in care and care decisions.

(B) Procedure

- (1) Patient education includes an assessment of the patient and/or family. The assessment includes patient and/or family beliefs and values, literacy and educational levels, emotional barriers, desire and motivation to learn, physical and cognitive limitations, language barriers, and financial implications of care plans.
- (2) Patient education will include, but not be limited to, diagnoses, safe and effective use of medications and medical equipment, diet, and nutrition, understanding pain and the importance of effective pain management, rehabilitation techniques, community resources, and on-going health care needs. Focused infection control education for patients who are colonized or infected with a multi drug resistant organism (MDRO) will be completed when applicable.

- (3) The RN assesses the identified educational needs for each patient, the teaching interventions provided, and the patient and/or family response to teaching while coordinating discharge planning.
 - (4) Patient education should reflect current standards of nursing practice.
 - (5) All patient care staff are encouraged to participate in patient education according to their knowledge, skills, and qualifications. Patient education is a collaborative effort between members of the health care team and is documented in the electronic medical record (EMR).
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