

LAC+USC MEDICAL CENTER POLICY

Subject: EDUCATION, PATIENT / FAMILY	Original Issue Date: 7/01/75	Policy # 219
	Supersedes: 2/11/14	Effective Date: 4/17/20
Departments Consulted: Nursing Services Ethics, Rights, and Responsibilities Committee Patient/Family Education Committee	Reviewed & Approved by: Attending Staff Association Executive Committee Senior Executive Council	Approved by: (Signature on File) Chief Medical Officer
		(Signature on File) Chief Executive Officer

PURPOSE

Establish a policy regarding the education of patients in order to promote optimal recovery and function, healthy behaviors, and to prevent and/or minimize injury, disease, and complications.

POLICY

Patient/guardian shall be offered information and education to meet their ongoing health care needs. Providers shall encourage patients and guardians to participate in health care and service decisions.

PROCEDURE

- The patient's health education needs, abilities, learning preferences, and readiness to learn shall be assessed and prioritized. The assessment shall include the following, as indicated: motivation to learn; physical and cognitive limitations; language comprehension barriers; and psychosocial, spiritual, and cultural practices.
- The caregiver shall be provided with instruction if the patient is not capable of understanding/ following instruction.
- Patient/guardian education shall:
 - Be interactive and flexible according to patient's/guardian's needs and responses
 - Be presented in terms that the patient/guardian can understand
 - Involve as many disciplines as necessary to achieve optimal outcomes
- Patient/guardian educational content shall include, as indicated:
 - Disease process and potential complications
 - Safe and effective use of medications, medical equipment, and supplies
 - Nutritional instruction and potential food-drug/herb-drug interactions
 - Habilitation or rehabilitation techniques
 - Pain and pain management
 - Available resources and how to obtain further care, services, or treatment
 - Patient and guardian responsibilities for ongoing health care
 - Patient safety

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- The effectiveness of patient/guardian education shall be evaluated. Patient education strategies shall be modified as applicable.
- The provider/licensed staff shall document inpatient patient/guardian education in the electronic health record (EHR) under patient education, located in the toolbar.
- The provider/licensed staff shall document ambulatory care/ED patient/guardian teaching in the EHR under patient education, located in the toolbar.
- Incidental and discipline-specific patient/guardian teaching will be documented in the notes tab in the EHR.
- Discharge instructions are provided to the patient/guardian and if any organization responsible for continuing health care.

RESPONSIBILITY

Attending Staff
Housestaff
Mid-Level Providers

Allied Health Professionals
Nursing Staff
Allied Support Staff

PROCEDURE DOCUMENTATION

Attending Staff Manual
Nursing Policy Manual
Department of Clinical Social Services Policy and Procedure Manual
Manual of Clinical Nutrition Management
Rehabilitative Services Policy and Procedure Manual

REFERENCES

California Code of Regulations, Title 22, Sections 70215 and 70721
Medical Center Policy # 200, Patient Rights
Joint Commission Standards (Education and Communication)

REVISION DATES

April 1, 1995; November 13, 1998; April 9, 2002; May 28, 2004; September 8, 2008;
February 11, 2014; April 17, 2020