

LOS ANGELES GENERAL MEDICAL CENTER DEPARTMENT OF NURSING SERVICES POLICY

Subject: PATIENT/ FAMILY EDUCATION	Original Issue Date: 8/91	Policy #: 1000
	Supersedes: 11/20	Effective Date: 11/23
Departments Consulted: Los Angeles County School of Nursing and Allied Health	Reviewed & Approved by: Professional Practice Committee Nurse Executive Committee Attending Staff Association Executive Committee	Approved by: (signature on file) Nancy Blake Chief Nursing Officer

PURPOSE

To provide education to the patients and/or caregiver/family members with information and skills to promote an understanding of specific disease processes, support recovery from illness, return to function, and participation in health care decisions.

POLICY

The “family” may include the spouse/partner/significant other, parent(s), caregiver, or other family members.

Patient teaching is:

- Interactive
- Offered in all clinical areas
- An independent nursing function
- Consistent with the medical plan of care
- A collaborative process including all disciplines that provide care to the patient
- Provided for via educational tabs in the electronic health record (EHR)

Education for each patient is planned in consideration of:

- Learning needs, to meet the needs of patients oral and written communication
- Preferred patient/family learning style preferences
- Barriers to learning (e.g., mental status, developmental, language, and physical)
- Readiness to learn
- Individual differences (e.g., culture, religion, language)

The implementation, evaluation, and documentation of patient teaching is guided by:

- Nursing Clinical Standards
- Los Angeles General Medical Center Policies

Patient teaching may include but is not limited to the following education:

- Disease process and health maintenance/promotion
- Social habits education (i.e. smoking cessation, second -hand smoke, substance abuse, alcohol use)
- Administration of treatments and medication
- Nutrition

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- Adaptation to physical limitations
- Use of medical equipment
- Pain management
- Infection prevention (CAUTI/CLABSI prevention, hand hygiene, Isolation precautions)
- Falls prevention
- Pre and post procedure
- Stroke
- VTE
- Discharge planning education

PROCEDURE

The nursing staff:

- Initiates patient/family/caregiver education upon admission in the Admission History form
- May delegate/assign selected components of patient education to other nursing staff.
- Provides materials acquired through the EHR to support and enhance patient education.
- Provides instruction to the family/caregiver if the patient is not capable of understanding/following instructions.
- Documents learning needs/abilities and education provided in the EHR.

REFERENCES

Los Angeles General Medical Center Policy #219: Education, Patient/Family
Los Angeles General Medical Center Policy #1000: Network Services, Patient Information
Los Angeles General Medical Center Policy #1001: Patient Education Materials
Nursing Services Documentation Standards

REVISION DATES

92, 93, 95, 96, 97, 05/98, 03/99, 03/01, 12/01, 11/04, 04/05, 09/08, 9/13, 7/15, 08/17, 11/20, 11/23