



Department of Nursing POLICY AND PROCEDURE

POLICY NUMBER: 251
VERSION: 1

SUBJECT: PROVISION OF CLOSED LOOP HEALTH EDUCATION REFERRALS

PURPOSE: To ensure all High Desert Health System (HDHS) health education referrals are communicated effectively, patients' cultural and linguistic needs are met, and there is follow-up to ensure a closed loop referral process.

POLICY: Follow-up of all health education referrals will be monitored to establish a closed loop, as mandated by LA Care, thereby ensuring that the patients receive the intended health education.

PROCEDURE:

1. Nursing staff at all HDHS clinic sites will provide health education during patient encounters as ordered by providers and when specific learning needs have been identified by nursing staff.
2. Health education is provided to patients by a licensed nurse, a Certified Medical Assistant (CMA) or by a Health Education Assistant (HEA) during the process of disposition, or at any time prior to discharge from the clinic.
3. When there is a need to provide health education follow-up, or to provide cultural and linguistic services, arrangements will be made by nursing staff at the time the follow-up visit is scheduled.
4. All patient education encounters will be documented electronically and / or manually in the progress notes.
 - a. The Health Education Assistant (HEA) will completely document in Affinity under the Health Education section all the necessary information regarding the referral including its outcome.
 - b. Patients who missed the health education appointments will be rescheduled by the Health Education Assistant.
 - c. All information will be documented in the medical record.

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REFERENCES:

LA Care Medical Record Review Tool (MMR) 2012.

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Date: 07/11/2014	Original Date: 09/15/2010
Reviewed: 07/11/2014	Next Review Date: 07/11/2015
Supersedes:	