

# Patient Education

- ❖ **Patient education** is a significant component of modern health care.
- ❖ A process of assisting the patient to gain knowledge, skill, and a value or attitude related to a health problem or for health promotion.

# Patient Education

- ❖ **Patient education** can be divided into two large categories—clinical patient education (or clinical teaching and learning) and health education.
- ❖ **Clinical patient education** is a planned, systematic, sequential, and logical process of teaching and learning provided to patients and clients in all clinical settings.

# Patient Education

- ❖ **Clinical patient education** is also a continuous teaching and learning process involving the health care provider and the patient or client (and/or the patient's family).
- ❖ The goals of clinical teaching and learning are based on the patient's assessment, evaluation, diagnosis, prognosis, and individual needs and requirements related to interventions.

# Patient Education

- ❖ **Health education** is also a teaching and learning process similar to patient education.
- ❖ However, it concentrates mostly on wellness, prevention, and health promotion.
- ❖ Additionally, health education can be provided to individuals, groups, and communities.
- ❖ The basic focus of health education is to change and improve societal health behaviors.

# Patient Education

## Patient education

- ❖ The are three important objectives of **patient education** that may result in positive health outcome.
- ❖ Changing health behaviors
- ❖ Improving health status
- ❖ Improving patient compliance

# Patient Education

- ❖ **Patient education** provides health information and instruction to help patients learn about specific or general medical topics.
- ❖ Topics include the need for preventive services, the adoption of healthy lifestyles, the correct use of medications, and the care of diseases or injuries at home.

# Patient Education

## Patient education

- ❖ **Skill Building and Responsibility** – Patients need to know when, how, and why they need to make a lifestyle change
- ❖ **Group Effort** – Each member of the patient's health care team needs to be involved

# Patient Education

## **Patient education**

- ❖ **Patient Education Value is the results of clear communication**
- ❖ **Increased Compliance – Effective communication and patient education increases patient motivation to comply**
- ❖ **Patient Outcomes – Patients more likely to respond well to their treatment plan which results in fewer complications**



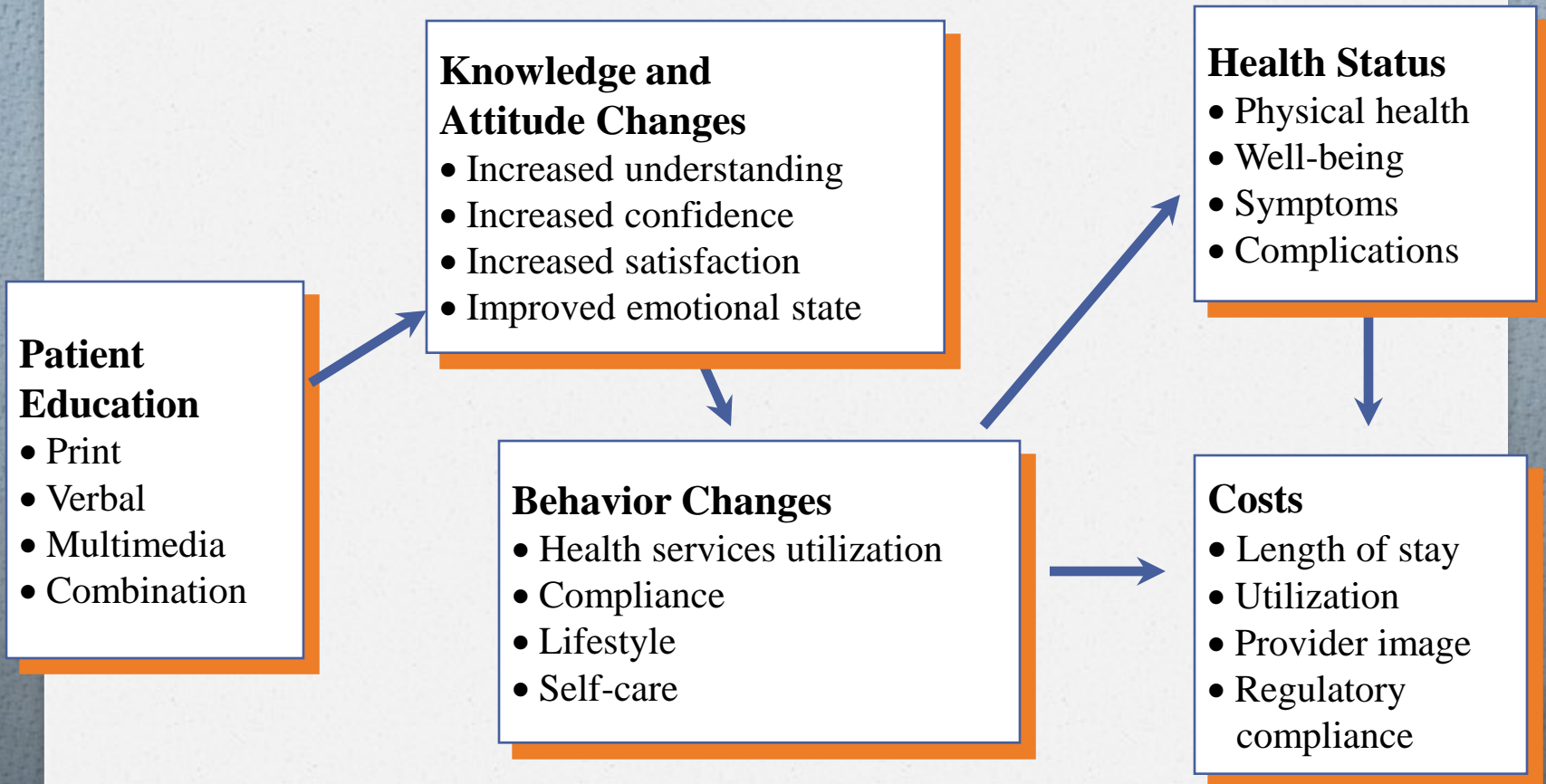
# Patient Education

## Patient education

- ❖ **Informed Consent – Patients feel you've provided the information they need to make the right decision**
- ❖ **Utilization – More effective use of medical services – fewer unnecessary phone calls and visits.**
- ❖ **Satisfaction and referrals – Patients more likely to stay with your practice and refer other patients.**

# Patient Education Rationale

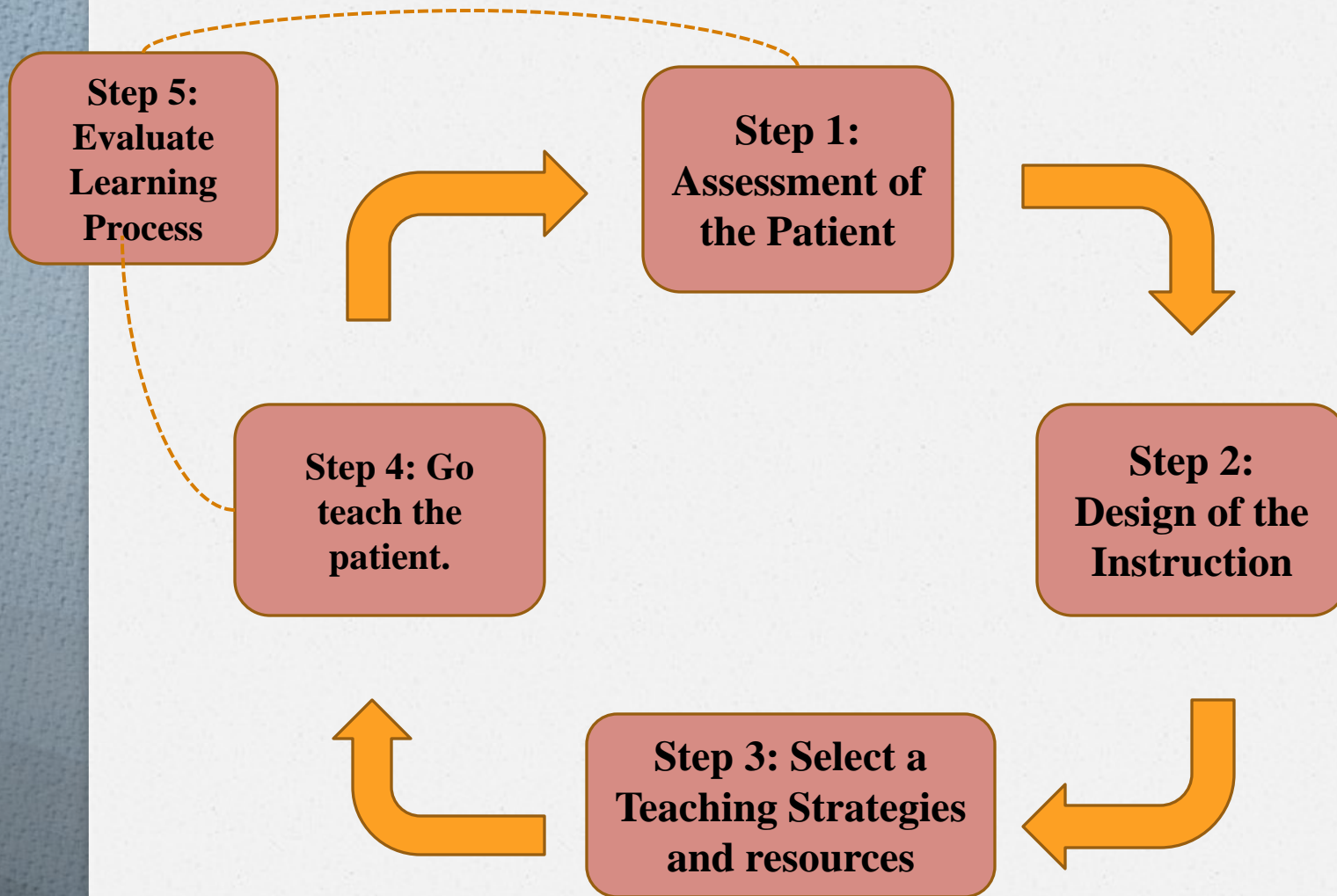
## Model of Patient Education Outcomes



# Patient Education - Steps

1. **Assessment of the Patient** – Define patient and family needs and concerns; observe readiness to learn.
2. **Design of the Instruction Plan** – Set objectives with your patient; select materials.
3. **Select a Teaching Strategies and resources**– Put the plan in motion; help patients along the way to reach the objectives you've set together.
4. **Go teach the patient** – Understand and adapt to barriers to learning
5. **Evaluate** - Evaluation is critical and should be continuous through all four steps!

# Patient Education



# Patient Education - Steps

**Assessment of the Patient** – Define patient and family needs and concerns; observe readiness to learn.

- ❖ **Motivation** – Patients are motivated when they learn how their lives could improve. Focus on the benefits of education.
- ❖ **Attitude** – Denial, Fear, Anger, Anxiety – all could be barriers to education. Patient must know that he or she will make gains by learning new skills.
- ❖ **Outlook** – A patient's beliefs about their situation could effect education. Let them know that learning new skills can help them feel better or slow disease progression.

# Patient Education - Steps

**Design of the Instruction Plan – Set objectives with your patient; select materials.**

- ❖ **Goals should focus on what is necessary / critical to patient survival first.**
- ❖ **Pay attention to patient concerns – they could stand in the way of progress**
- ❖ **Respect stated limits – if a patient has refused to do something, try to work around the problem and incorporate something new as best you can.**
- ❖ **Helping a Patient understand the need for changing behavior**

# Patient Education - Steps

**Select a Teaching Strategies and resources– Put the plan in motion; help patients along the way to reach the objectives you've set together.**

- ❖ **Providing a Good Learning Environment**
- ❖ **Tone of voice, eye contact, and touch vary for all cultural backgrounds**
- ❖ **Use the knowledge you gained during assessment**
- ❖ **Mixing Education Media**
- ❖ **Choosing the right patient education materials**

# Patient Education - Steps

## 1. **Go teach the patient** – Understand and adapt to barriers to learning

### ❖ Let your patients know:

- ❖ What they should do and why
- ❖ When they should expect results
- ❖ Possible danger signs to watch for
- ❖ What they should do if problems arise
- ❖ Whom they should contact for referrals
- ❖ Ask the patient if they have any questions or concerns



# Patient Education - Steps

**Evaluate** - Evaluation is critical and should be continuous through all four steps!

- ❖ **Getting Patient Feedback**

- ❖ **Feedback from the patient and family provides valuable perspective on the effectiveness of patient education**

- ❖ **Consider surveys, documents for patients to sign, questionnaires**



*THANK YOU*