



Clinical Staff Executive Committee

MEDICAL CENTER POLICY NO. 0269

- A. SUBJECT: Provision and Documentation of Patient and Family Education
- B. EFFECTIVE DATE: October 1, 2011 (R)
- C. POLICY:

The University of Virginia Medical Center promotes family-centered care and patients' active involvement in their care. To help meet these goals, health care professionals shall provide patients and their family members and/or caregivers' appropriate education based on assessed needs. The goals of such education-are: to actively involve and support patients, families and/or other caregivers in making informed decisions about health and care; to prepare patients and families for surgical, medical and diagnostic procedures; and to help patients, families and caregivers manage diseases and conditions by developing self-care skills, recognizing and addressing problems, getting answers to health-related questions, preparing for discharge/follow-up, and verbalizing concerns related to their care.

Patient and family education shall be documented in the patient's medical record using discipline-specific notes and/or through the interdisciplinary care planning process. This policy specifies procedures for the provision and documentation of patient and family education.

D. PROCEDURE

1. Education of patients and/or their family members and/or other caregivers shall be provided as appropriate to the patient's condition and based on assessed needs. Factors that must be assessed in planning for such education include, but are not limited to: health literacy; age; language; individual learning preferences; readiness or motivation to learn; financial, cultural and religious influences; physical, emotional, and cognitive limitations; and patient's/family's familiarity or experience with the subject matter. For further information and guidance concerning communication with patients and family members, see [Medical Center Policy 0156, "Language, Interpretive, and Adaptive Aids for Persons with Disabilities or Limited English Proficiency"](#).
2. Education provided to patients, family members and/or caregivers shall be delivered using the most appropriate written, visual, or verbal instructions.
3. Patients and families shall be educated on topics including but not limited to: health status; plan of care; basic health practices and safety; pain management; nutrition; safe use of medications; medical equipment and supplies; rehabilitation techniques to maximize

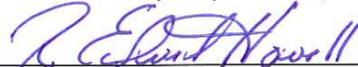
(SUBJECT: Provision and documentation of Patient and Family Education

- independence; and methods available to report concerns related to care, treatment, services and patient safety issues.
4. In order to ensure coordination of efforts, education conducted by each discipline shall be documented in the medical record in “the Patient Education Activity”, in discipline-specific notes, and/or through the interdisciplinary care planning activity process. The content of documentation, as appropriate, shall include assessment of needs; a learning assessment; identification of and barriers to learning; topics discussed and skills/demonstrated; methods and educational materials used; and the response of the patient or other learner to the education session.
 5. Guidelines for the development of patient education materials are found on the Health Sciences Library Website on the Patient Education Page at:
<http://www.hsl.virginia.edu/portal/patients/patiented.cfm>

SIGNATURE:



Robert S. Gibson, MD, President, Clinical Staff



R. Edward Howell, CEO, UVA Medical Center



DATE:

Medical Center Policy No. 0269 (R)
Approved September 2005
Revised September 2008, September 2011
Approved by Patient Care Committee
Approved by the Clinical Staff Executive Committee