



## FULFILLING JCAHO PATIENT EDUCATION REQUIREMENTS

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### RESEARCH IN BRIEF

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This original inquiry request was fielded from a hospital manager interested in identifying possible methods and providers of JCAHO-mandated patient education. The hospital currently uses televisions to carry out the majority of its patient education. All profiled institutions are suburban community hospitals with bed sizes ranging from 250 to 400. This report addresses methods, mediums, and members involved in the task of patient education.

#### EFFECTIVE METHODS OF PATIENT EDUCATION

- Booklets
- Educational Classes
- Internet
- One-on-One Teaching
- Television Channels
- Video Tapes

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## ORIGINAL INQUIRY PROFILE

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### JCAHO-MANDATED PATIENT EDUCATION

*Patient-by-Patient Needs Dictate Proper Educational Methods*

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**Institution type:** 350-bed, not-for-profit hospital located in the Northeast

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#### *Communicating JCAHO-Mandated Education*

Although this hospital uses television to educate its patients, it has other means of communicating pertinent educational information. The hospital has three teaching channels on the hospital network that can be viewed conveniently in the privacy and comfort of patient rooms. The channels' programs attempt to relax as well as teach patients about their current health and healing processes. Patients may also view in-depth videotapes purchased by the hospital that discusses certain health issues, such as diabetes.

**Keeping apace with technology, the hospital freely uses the Internet, and recommends websites like Healing Health, Health Links and PreOp.com. PreOp, which is for surgical patients, has options that patients select to receive customized information regarding their particular diagnosis and operation; after receiving specific information, patients are given a general overview of the procedure, possible side effects, and anticipated healing process.**

The hospital's nurses and other staff also meet with patients individually to discuss and answer any concerns about their current condition.

#### *Developing and Contracting Educational Materials*

While the hospital develops in-house patient education with the help of the educational staff and support groups, the hospital contracts with Micromatics by using their annual licensing. The hospital also uses the American Heart Association for cardiac patient education. Although pamphlets are informative and convenient, administrators prefer more of an interactive approach. Administrators feel that JCAHO is the minimum standard that a hospital should adhere to.

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## ORIGINAL INQUIRY PROFILE JCAHO-MANDATED PATIENT EDUCATION

*Involved Staff Lead Patient Education*

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**Institution type:** 300-bed, not-for-profit hospital located in the East

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### ***Communicating JCAHO-Mandated Education***

Patients' learning abilities dictate the integrated methods and materials used by the staff at the hospital. They believe that some patients feel more comfortable learning in one format over another; for instance, a patient with poor eyesight would struggle with reading and thus would benefit more so from video than literature. Nurses come freely to discuss the patient's situation pre-op, post-op, and during recovery. This is to keep the information apace and relevant to patients' current situation. The hospital trains its nurses upon employment and managers are working to provide regularly scheduled workshops for their staff to update them on the most recent medical advances.

Currently, the hospital is attempting to change its educational approach by weaning away from the booklets and pamphlets that the hospital purchases from vendors. Often, the hospital purchases educational pamphlets from companies only to edit them and make them more colorful and patient-friendly. For patients who are more stable, like diabetics, educational classes are offered at the hospital.

### ***Developing and Contracting Educational Materials***

The educational staff is responsible for procuring and creating patient education materials. The hospital buys Krames booklets in bulk semi-annually. Krames is the hospitals' new provider after using Noodle Soup, which was not as user-friendly. The hospital frequently emulates the JCAHO precedent and staff strives to personalize patient education.

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## ORIGINAL INQUIRY PROFILE

### JCAHO MANDATED PATIENT EDUCATION

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*Personalization is Patient Education*

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**Institution type:**

300-bed, not-for-profit hospital located in the Mideast

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#### ***Communicating JCAHO Mandated Education***

While the in-hospital circuit television channels are an informative educational medium, they are not necessarily the most effective. Rather than just using televisions and tapes, the hospital's staff interacts with the patients to personalize the education. By tailoring the education to a patient's particular needs and emphasizing the most important points, staff avoid overwhelming the patient with too much information at one time. For certain patient populations, there is a seminar in their auditorium followed by a question and answer session. The diabetic educators lead one of the most popular seminars; this is because most diabetic patients maintain fairly active lifestyles and are able to transport themselves to information sessions. More recently, the Internet has become a valuable tool for communicating information; the hospital offers sites indexed by health concern that allow patients to browse freely and view frequently asked questions. But once again, the nurse-patient communication is the hospital's primary method of information exchange since each patient's situation is unique.

#### ***Developing and Contracting Educational Materials***

The marketing, nursing, and educational staff all take an active role in the creation of in-house materials as well as the purchase and contracting out of commercial goods. Kramer Educational Company is the hospital's primary provider of educational materials. The hospital uses JCAHO's educational requirements as a basic guideline.