



SULTAN QABOOS UNIVERSITY HOSPITAL
NURSING DIRECTORATE

3. Health Teaching (Education):

• Patient & Family Education

Standard Statement:

1. The patient and family can expect health teaching/education that supports their transition from hospitalization towards self care, adaptation to their health - illness condition and participate in care decisions and care processes.

STRUCTURE	PROCESS	OUTCOME
<ul style="list-style-type: none"> • Patient • Nurse • Nurse Specialist • Multidisciplinary Team 	<ul style="list-style-type: none"> • Nurses and doctors assess patient and family’s learning needs which includes “how “the learning can best occur. • Collaborates with other services during assessment, implementation and documentation of all teaching and provision of appropriate educational materials e.g.; Patient Services 	<p>The Patient and Family Meets The Standards By:</p> <ul style="list-style-type: none"> • Learn processes of hospitalization & adaptation entailed. • Participate actively in the care decisions <p>The nurse meets the standards by:</p> <ul style="list-style-type: none"> • Identifying resources that can support an effective health education



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• **Patient & Family Education (continuation):**
Standard Statement:

2. Each patient's educational needs are assessed and documented in his electronic record (EPR).

STRUCTURE	PROCESS	OUTCOME
<ul style="list-style-type: none">• Patient & Family• Physician• Nurses• Nurse Specialist• PF Educator	<ul style="list-style-type: none">• The patient and family's ability and their readiness to learn are assessed within the initial contact in OPD, A&E and Ward.• The findings and observations are recorded in the patient's EPR or Patient and Family Education Form (Documents are scanned and uploaded to EPR once patient is discharged).	<p>The Patient and Family will:</p> <ul style="list-style-type: none">• Verbalize their concerns; ask questions pertaining to hospitalization and other related matters. <p>The nurse will:</p> <ul style="list-style-type: none">• Maintain an accurate documentation of the assessment in the EPR and collaborates with the multidiscipline team when necessary.



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• **Patient & Family Education (continuation):**
Standard Statement:

3. Each patient and family receives health education to help them understand the importance of and giving an informed consent.

STRUCTURE	PROCESS	OUTCOME
<ul style="list-style-type: none">• Patient & Family• Physician• Nurses• Nurse Specialist• PF Educator	<p>Educate patient and family to participate directly in providing care e.g.;</p> <p>Bathing or positing time (hospital)</p> <p>Administration of medications, treatment, change of dressing or feeding procedures (home care)</p> <p>Patient and family should be provided with information and explanation about the treatment or any care given to seek their cooperation.</p> <p>Nurses and doctors obtain an informed consent from the patient and their family as deemed necessary and as applicable to all treatment procedures and care.</p> <p>Informed consent for treatment obtained from the patient and their family must be documented in the Patients EPR.</p> <p>Patient Service identifies and establishes a communication sources between Wards and the patient.</p> <p>Patient's referred to community resources when appropriate</p>	<p>Patient and Family will:</p> <ul style="list-style-type: none">• Understand about informed consent• Understand how effectively they can participate in the care decision.• Understand and learn about the care process



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• **Patient & Family Education (continuation):**
Standard Statement:

4. Patient & Family education must include the appropriate topics to patient care e.g.; safe use of medicines, nutritional guidance, compliance to treatment and follow up care (hospital appointments / local health centers).

STRUCTURE	PROCESS	OUTCOME
<ul style="list-style-type: none">• Patient & Family• Physician• Nurses• Nurse Specialist• PF Educator	<p>Multidiscipline team will educate patient and family on:</p> <ul style="list-style-type: none">• Safe & effective use of all medications including side effects• Safe and effective use of medical equipment• Diet and nutrition• Follow up care –hospital and community level	<p>Patient and Family will:</p> <ul style="list-style-type: none">• Understand the importance of safety in medication and medication administration• Learn that compliance to health care is essential <p>The nurse will:</p> <ul style="list-style-type: none">• Document in the patient’s EPR all teaching related to medications, follow up care and safe use of medical equipment(when applicable).• Continue to promote patient and family education .