

## 2008 PEC ACCOMPLISHMENTS

**Goal:** Complete implementation of Patient Education Practice survey and disseminate results (written report, combined leadership meeting presentation, nurses week poster, journal article).

- a. The Patient Education Practice survey was expanded in content and adapted for the online Survey Monkey tool. The 26 item survey was distributed via email link in July 2008 to approximately 3,270 Patient Care Services clinicians in the practice area of Nursing, Social Services, Occupational Therapy, Physical Therapy, Nutrition and Food Services, and Respiratory Therapy. 571 surveys were completed for a return rate of 17 %.
- b. Preliminary results indicate that clinicians feel that they assess patient/family learning needs and are confident in teaching patients, however, they are not familiar with patient education resources and do not use them to a large degree. They also do not use the patient education television channel. The committee will continue to analyze data for the remainder of the year with a new goal set for 2009 to disseminate results.

**Goal:** Maintain, update, track and monitor usage of the committee website.

- a. The committee website was updated with current committee membership information, photo and FY09 Patient Education Competency materials.
- b. WebTrends report indicates that the Patient Education committee website was viewed 1,196 times via 16 different sources between 23 Sept 07 to 23 Sept 08. The top 5 access points include:
  - i. Partners Handbook (722)
  - ii. Google (290)
  - iii. Direct access to <http://www.mghpted.org> (145)
  - iv. Intranet.massgeneral.org (15)
  - v. Aol.com (4)

**Goal:** Write and publish 3 Caring Headlines articles reflecting work of the committee.

Davis N, Gavigan A, Tringale A, and White L. (2008, April 17) Tips and teaching tools for medication safety, *Caring Headlines*, pp: 10-11.

Gullage J, Gaffney E, Emanuelson E, and Schiff J. (2008, August 21) Introducing the patient education competency packet, *Caring Headlines*, pp: 4.

Pittman T, Grassa E, and Ballard-Molway S, (2009, January 6) Patient empowerment through health literacy: a quality and safety issue, *Caring Headlines*, pp: ##

**Goal:** Collaborate with the Knight Nursing Center to plan and hold a patient education continuing education conference for all clinical staff.

- a. A conference was held on Friday Nov 14, 2008 in O'Keeffe auditorium entitled "Patient Empowerment through Health Literacy: A Quality and Safety Issue". The guest speaker was Bob Dickerson, MSHSA, RRT, a Performance Improvement Specialist from the Iowa Health System. The conference primarily focused on health literacy principles, how clinicians can overcome health literacy challenges, how we can incorporate practices to improve communication and patient understanding, and how to implement a patient empowerment campaign such as the National Patient Safety Foundation "Ask Me 3" campaign. The conference also included a 5-member patient panel who shared their challenges with learning about a new diagnosis and navigating through the healthcare system. Seventy Three participants attended and evaluations were very positive with many comments highlighting the value of hearing the patients voice to help us make changes within our healthcare system.

**Goal:** Continue committee journal club with the review and discussion of 5 current and pertinent articles related to patient education.

- a. The committee reviewed and discussed 4 journal articles throughout the year that covered many timely patient education topics. Invaluable support was provided by 2 committee members in making this educational activity a success. Martha Stone, MLIS, who conducted literature searches to determine the most current, authoritative, and evidence-based articles to review; and Laura Sumner RN who processed the application for nursing continuing education credit for the journal article review period during committee meetings. We have found that since implementing the journal article reviews, committee members have been exposed to a multifaceted activity that has the potential to impact practice through the analysis of evidence-based patient education research, as well as develop leadership qualities for committee member who volunteer to lead the discussion of the article and who participated in the CEU application process. Overall the journal club has enhanced the knowledge, professional development and patient education practice of the committee. Review articles include:
  - i. Correa R, Menezes RB, Wong J, et al.(2001). Compliance with postoperative instructions: a telephone survey of 750 day surgery patients, *Anaesthesia*, 56(5):481-4. Discussion lead by Elaine Gaffney RN (Same Day Surgery Unit)
  - ii. Williams B. (2008). Supporting self-care of patients following general abdominal surgery, *J Clin Nurs*, 17(5):584-92. Discussion lead by Elaine Grassa RN (BGW 14, Vascular Unit)
  - iii. Paul S. (2008). Hospital discharge education for patients with heart failure: what really works and what is the evidence? *Crit Care Nurse*, 28(2):66-82. Discussion lead by Angelica Tringale RN (Ellison 8 Cardiac)
  - iv. Anderson A. and Klemm P. (2008) The internet: friend or foe when providing patient education?, *Clin J Oncol Nurs*, 12(1): 55-

61. Discussion lead by Joan Gallagher RN (Pre-Admission Testing Area)

**Additional accomplishments for 2008 include:**

- a. Collaborating with the Ethics in Clinical Practice committee to promote National Healthcare Decisions Day on 16 April 2008. A hallway display was set up in the White 1 corridor to educate patients and staff about the importance of advance care planning and completing advance directives.
- b. Patient Education Competency packet was updated and posted on the committee's website to reflect changes in documentation practice and included a new section on using the nursing data set to assess patient education needs, using the Problem/Intervention/Outcome sheet to develop an educational plan of care, and using the outcome focused progress note to document the evaluation of patient/family learning.. The committee submitted the packet to the PCS competency task force to be considered as an FY09 annual competency, but it was not selected as an annual competency for staff nurses. The committee opted to market the packet to be used as a unit-based competency and subsequently published the August 08 Caring Headlines article and Judy Gullage RN presented the information to the Combined Leadership meeting on 2 September 08.
- c. Patient and Family Education Policy was reviewed and updated to reflect new JCAHO requirements and the new RN practice of documenting patient education using the Problem/Intervention/Outcome sheet and the nursing progress note.