

<b>Element of Performance / Expectation:</b>	<b>Action Items:</b>
Education provided is appropriate to the patient's ability.	<p><b>Know your Patient</b>  Patient Profile: Identify physical and/or cognitive limitations that will impact care.</p> <p>MPET (Multidisciplinary Patient Education Tool): Always assess patient barriers to learning.</p> <p>Identify family member and/or significant other to involve in patient teaching.</p>
Education is coordinated among the disciplines providing care, treatment, and services.	<p><b>Include education in the Plan of Care</b>  The attending physician, a pharmacist and/or a nurse might cover a topic like medication. Educational needs should be coordinated and prioritized among the caregivers.</p> <p>Examples of multi-disciplinary topics include:</p> <ul style="list-style-type: none"> <li>• Advance directives (NMH resources; videos; referral to Chaplains, Social Work or Patient Representative Department)</li> <li>• Infection control/hand hygiene</li> <li>• Patient education is happening; remind staff to take credit for their teaching by documenting on the MPET or Clinical Pathway</li> <li>• Document in each section</li> <li>• Review MPET and provide follow-up teaching as needed</li> </ul>
<p><b>Element of Performance / Expectation:</b>  The content is presented in an understandable manner. And, teaching methods accommodate various learning styles.</p>	<p><b>Action Items:</b>  <b>Know your Resources</b>  NM Connect/Health Information  Patient Education Homepage-paperless directory of brochures/ videos and professional resources to assist in patient teaching  HLC: MedlinePlus; expert assistance  Clinical Pharmacology  Wellness Institute  Communication aids:  Interpreter Services  Language Line</p> <p><b>No Need to be an expert, rather:</b>  Ask the patient to:  Review NMH brochure or video  Write down questions. Go over the questions with the patient; answer what you know and as appropriate defer other questions to clinical experts.  For select topics, use the Teaching Guides to help guide you.(NM Connect/Health Information/ Patient Education/ Professional Resources)  Can't find a patient education resource? Call the Patient Education Department or the Health Learning Center (HLC). Staff will research the topic and deliver information to the unit.  Refer complex questions to clinical experts (e.g. APNs and physicians)</p>
Comprehension is evaluated	<p>MPET: Always assess patient's response to learning.  Use the "teach back" method to gauge patients' response to learning. Patients should be able to articulate the key points about what they learned.</p>