

# Patient Education Impacts on Patient Outcomes

By Amanda Craig



# Learning Objectives

On completion of this presentation, participants will be able to:-

- ✓ Have a greater understanding on the importance of patient education in the perioperative setting
- ✓ Identify how knowledge of intraoperative processes overcome barriers for patients undergoing surgery
- ✓ Have an understanding of the challenges for patients and the opportunities this provides health care professionals



# Patient Education

- ❖ Extends beyond the supply of information
- ❖ Education has the ability to alter emotions and behaviour  
Bernier, Sanares, Owen and Newhouse (2003)
- ❖ Commences at the initial point of contact
- ❖ Each patient has both the ethical and legal right to information  
Ellis and Bentz (2007)  
ACORN standards (2006)



# Challenges for Patients

- ❖ **Unfamiliar environment**
- ❖ **Level of health literacy**  
Coulter and Ellins (2007)
- ❖ **Cultural diversity**  
DeFazio and Schick (2004)
- ❖ **Patient stress**  
Flippin (2006)
- ❖ **Time Frame**
- ❖ **Patients ability to understand and make decisions**



# Nurses Role in Patient Education

- ❖ To assess a patient's level of understanding
- ❖ Changing delivery of education for NESB patient's
- ❖ Ensure patients legal and ethical rights are met
- ❖ Ultimately provide patients with required information
- ❖ To effectively educate others continual professional development is required

ACORN standards (2006)



# Impact of Education on Patients

- ❖ **Alleviate stress and improve information comprehension**
- ❖ **Patient safety**
- ❖ **Patient compliance through understanding**
- ❖ **Decreased postoperative pain**
- ❖ **Effective discharge information decreases readmission**

# Impact of Education on Nurses

- ❖ **Cooperative patients**
- ❖ **Therefore better time management**
- ❖ **Ease of communication**
- ❖ **Decreased errors when patients are in cooperation**
- ❖ **Increased compliance**



# Delivery of Information

- ❖ When is the education occurring – what factors need to be assessed
- ❖ Adapt instructions specific to the operation
- ❖ Consider the form of anaesthetic the patient has undergone
- ❖ Consider the capabilities of the patient and when possible have a relative present



# Summary

- ❖ Education empowers patients
- ❖ Generates a feeling involvement in the perioperative process
- ❖ Education decreases errors and aids recovery
- ❖ There are many barriers in the community and through the cooperation of patients and staff these can be decreased
- ❖ Informed patients are empowered to work with healthcare professionals in reducing errors, recognising complications and achieving an overall safe outcome

Coulter and Ellins (2007)

