# Applying Patient Engagement and Collaboration to Improve Education Delivery and Program Outcomes

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## **Background**

Patient and family engagement (PFE) strategies have been used to drive improvement in processes and outcomes in healthcare<sup>1</sup>.

PFE strategies include but are not limited to clear communication and patient education with teach-back.

Clear communication

- plain language preferred and understood by the patient
- simple terms, speaking slowly, at eye level, and attentively listening<sup>2</sup>

Patient education with teach-back

 involves asking patients to restate messages conveyed to evaluate whether the health information was understood and delivered effectively

#### **Local Problem**



No standardized process for educating nurses in women's services to apply PFE strategies to breastfeeding education

Inconsistent patient education delivery

Audit results indicated patients were not receiving or retaining adequate information related to the benefits of breastfeeding.

Unsatisfactory patient education internal audit results

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#### Purpose



To develop a consistent patient education delivery process for maternity patients



To apply PFE strategies using a collaborative approach to improve patient education program outcomes

#### Methodology

Design

- Quality improvement project
- Pre and post design
- Matched samples for staff survey
- Comparison of existing preintervention audit results to postintervention results

Intervention components

- Computer-based training module for staff
- Patient education pathway
  Nursing leader training process
- Nursing leader training program and resource guide for coaching, reinforcing, and sustaining PFE strategies

Data collection

- Staff questionnaire
- PFE communication self-assessment survey based on AHRQ Health Literacy Toolkit pre- and postintervention
- Research electronic data capture (REDCap) of staff survey results
- Patient education audit results pre and post

### Findings

	Staff Survey Item	n	Max.	Mdn. Pre	Mdn. Post	Wilcoxon Signed Rank Test (two-tailed)
	Confidence in ability to use teach-back	45	100	78	87	Z = -2.30, p = .022
- 1	Use of PFE communication techniques	45	28	25	26	Z = -1.46, p = .145
	Use of PFE of scorers at max.	9	28	28	26	Z = 2.39, p = .017
	Use of PFE minus scorers at max.	36	28	24	26	Z = -2.66, p = .008

37% Pre	Patient Education	87%	Audit Results	70% Post
		better		

### Clinical Implications

Nurses' confidence levels and use of PFE may be influenced by staff training.

DNP led quality initiatives incorporating professional collaborative approaches contribute to positive changes in

Computer-based training incorporating interactive case studies is practical, effective, and efficient





#### References

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