

# 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?

### 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



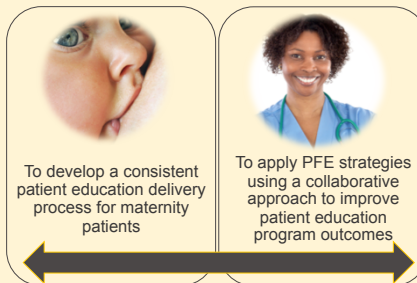
No standardized process for educating nurses in women's services to apply PFE strategies to breastfeeding education

Inconsistent patient education delivery

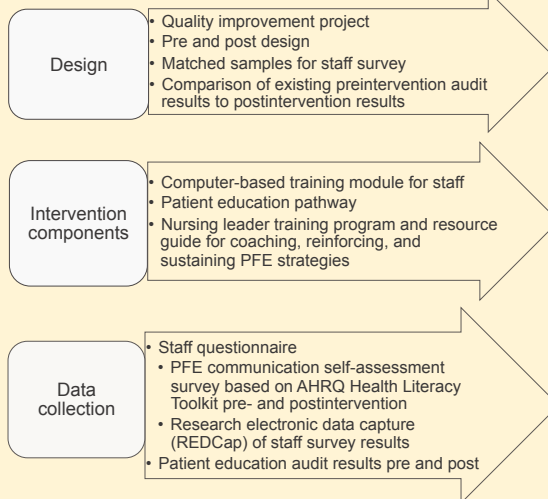
Audit results indicated patients were not receiving or retaining adequate information related to the benefits of breastfeeding.

Unsatisfactory patient education internal audit results

## Purpose

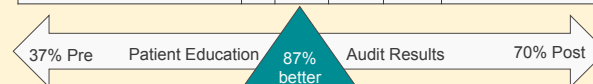


## Methodology

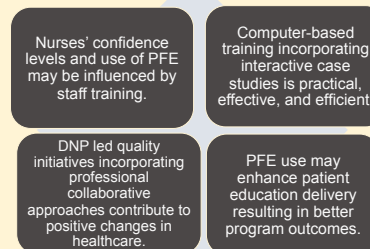


## Findings

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
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



## Clinical Implications



## References

- 1 Agency for Healthcare Research and Quality. (2013). *Guide to patient and family engagement in hospital quality and safety* (AHRQ Publication No. 10-0046-EF). Retrieved from <http://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/index/html>
- 2 Brega, A. G., Barnard, J., Mabachi, N. M., Weiss, B. D., DeWalt, D. A., Brach, C., ...West, D. R. (2015). *AHRQ health literacy universal precautions toolkit, 2nd ed.* (AHRQ Publication No. 15-0023-EF). Retrieved from <http://www.ahrq.gov/professionals/quality-safety/quality-resources/tools/literacy-toolkit/healthlitoolkit2ool2.html>