Department of Education

Challenges and Successes: Integrating Patient Education in the EMR

Joanne Stewart BSN, RN-BC, RNC-OB
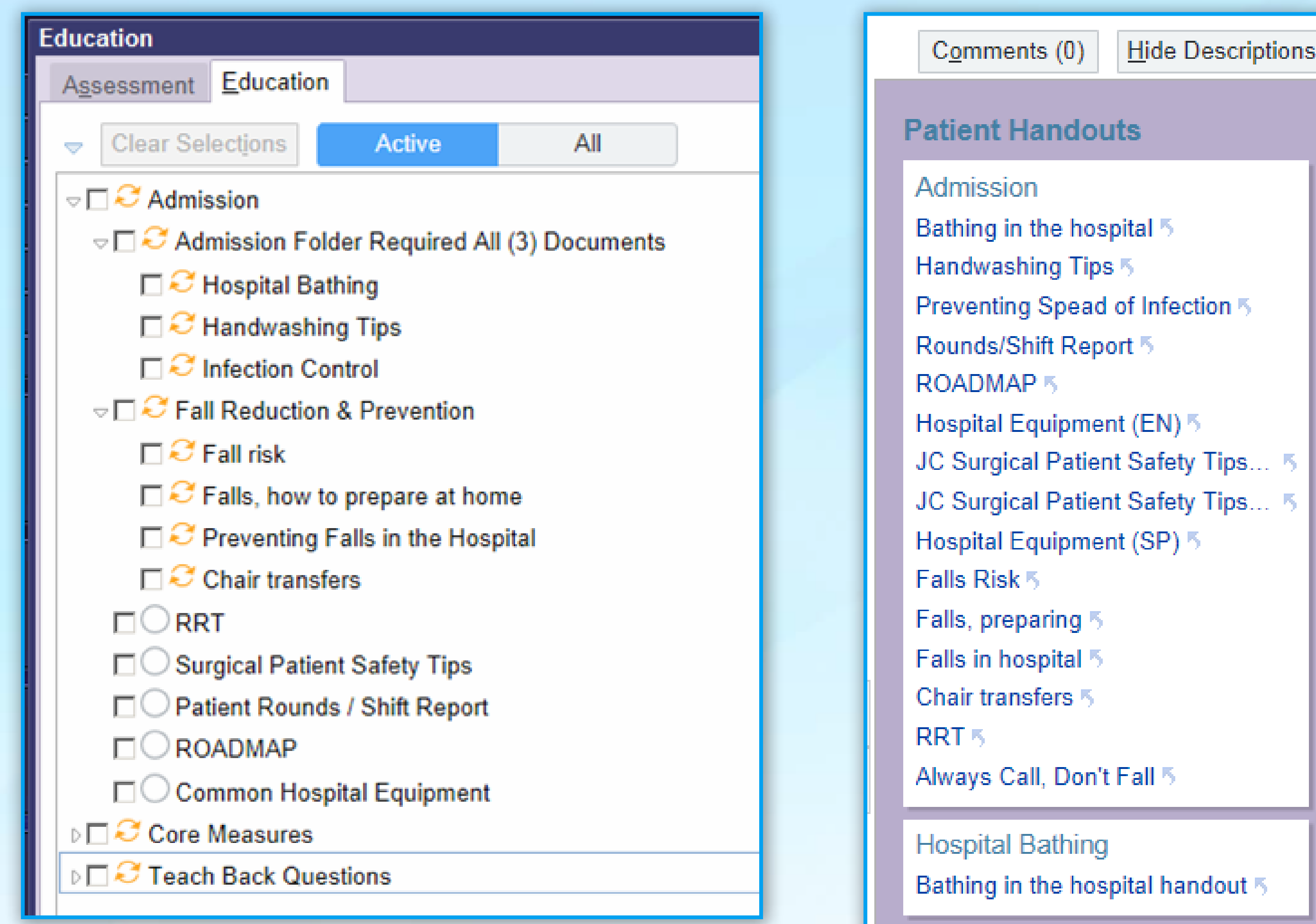*Lehigh Valley Health Network*, JoanneJoanne.Stewart@lvhn.org

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JoAnne Stewart BSN, RN-BC, RNC-OB
Lehigh Valley Health Network, Allentown, PA

Goal: Design the patient education activity to meet the needs of patients, staff nurses, and unit leadership.

Design Process

- Clinical Informatics nurse coordinated the Education activity build to meet the needs of key stakeholders from nursing, quality and regulatory depts.

- Custom education titles determined: Mandatory Admission, Core Measures, Teach Back Questions

- Links to custom education handouts designed directly into nursing workflow.

- Nursing can open links on bedside PC's to review with patient, print handouts, and document on progress of education from the same screen.

SUCCESSES

"One stop shop" created for nursing to educate patients at the bedside.

The most current edition of educational materials are provided to the patient.

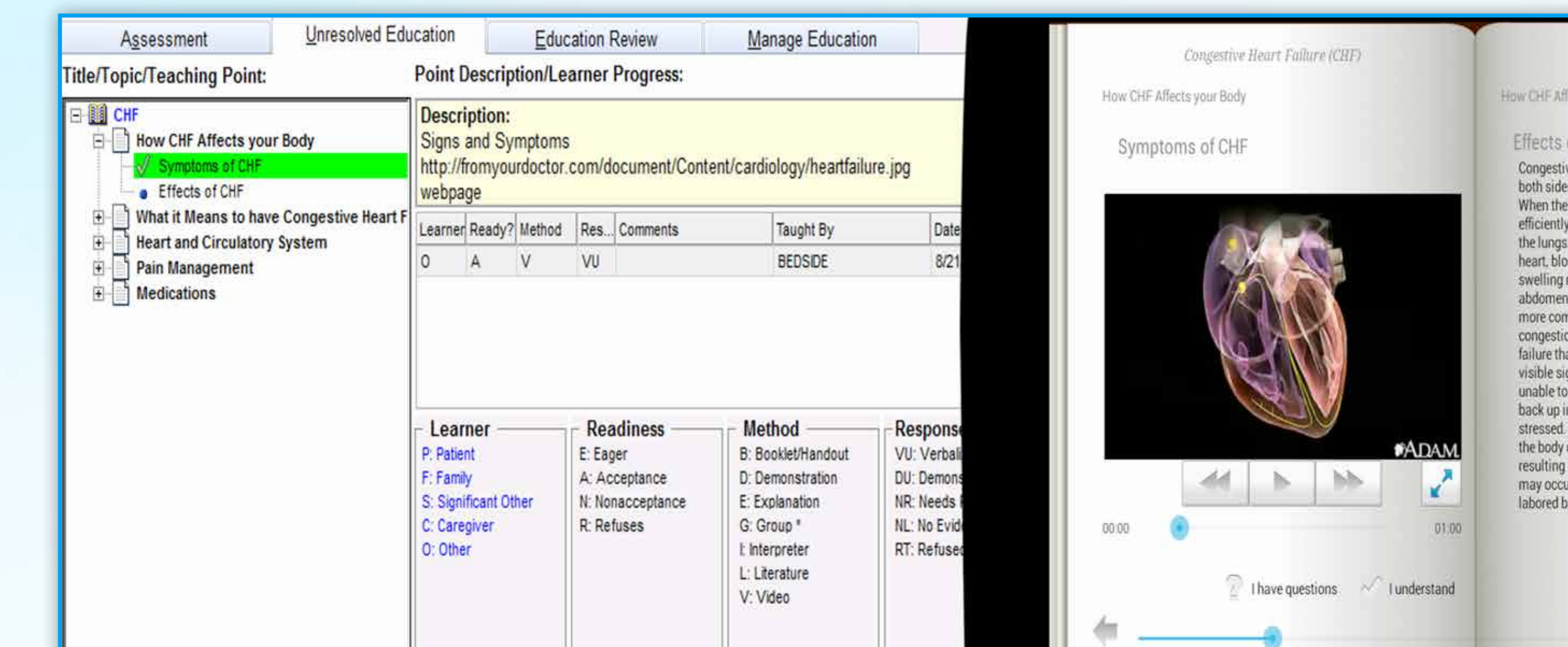*We can monitor compliance with workbench reports!*

CHALLENGES

- Nurses have not consistently integrated patient education from the bedside PC into workflow.

- Printing materials from the educational activity must be done individually.

On the Horizon

MyChart Bedside Integration will put a tablet in the hands of all patients

- The patient views educational materials as video clips, handouts, and audio files from the tablet.

- The patient clicks "I understand" or "I have questions" after reading the material presented on the bedside tablet.

- Level of understanding is documented back to the EMR for members of the healthcare team to view.

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