Challenges and Successes: Integrating Patient Education in the EMR

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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.

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

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