

**CONNECTICUT VALLEY HOSPITAL
OPERATIONAL PROCEDURE MANUAL**

SECTION I:	PATIENT FOCUSED FUNCTIONS
CHAPTER 2:	Assessment
PROCEDURE 2.4:	Evaluating Comprehension of Patient Education
REVISED:	03/13/07; 03/16/07; 03/22/07; 06/03/09; 07/25/16; Reviewed 02/18
Governing Body Approval:	04/25/13; 07/28/16; 04/18

PURPOSE: To ensure that patients receive patient education that is tailored to their needs and is evaluated to determine comprehension of information presented.

SCOPE: All staff involved in direct care

POLICY:

Staff who provide patient education will complete a progress note identifying evidence that comprehension of information presented was successful.

PROCEDURE:

Connecticut Valley Hospital (CVH) demonstrates its commitment to quality patient care outcomes by evaluation of patient education teaching in a variety of ways.

Prior to the completion of a session in which patient education is provided, the staff member providing this service will utilize one or more of the following to determine comprehension:

- a. Ask the patient to repeat or paraphrase instructions or key points presented;
- b. Ask the patient to demonstrate the specific skill taught; or
- c. Ask the patient to identify one specific action they will take.

After a series of sessions:

- a. The patient asks questions that demonstrate an understanding of the material;
- b. Administer a written or oral test that the patient satisfactorily completes;
- c. Get feedback from staff to determine if the patient is utilizing the new skill; or
- d. Observe behaviors that demonstrate that new knowledge is retained and utilized.

If problems are identified with comprehension, these difficulties are discussed with the team and subsequent education is changed as appropriate.

If the patient shows inadequate evidence of learning, or if he/she refuses to engage, the following options may be employed:

- a. Reassess the patient's education preferences and try to determine what is inhibiting learning;
- b. Re-teach the material;
- c. Reinforce particular areas of content;
- d. Teach using a new format or style;

- e. Repeat a demonstration;
- f. Provide assistance with a skill until the patient can do it independently;
- g. Refer to another educational resource; and
- h. Document any refusals to participate in classes.

Evaluating comprehension will be documented in progress notes or evaluative post test.