

3-12.3 PATIENT EDUCATION SERVICES

- A. Purpose This section sets forth the Indian Health Service policy, objectives, procedures, and responsibilities governing the delivery of patient education services. Health Educators may provide and assist in the development and implementation of group and individual patient educational services for the facility and/or for the public or community health education program
- B. Policy Indian Health Service and Tribal Health Educators will assist, support and maintain those aspects of accreditation for the facility as applicable to Health Education. The facility's accrediting or certifying agency standards that apply to health education, health promotion and disease prevention will be followed. Community and public health education and health promotion and disease prevention standards and requirements for patient and family education apply to Health Educators in Indian Health Service hospitals, ambulatory clinics, and, as appropriate, Tribal hospitals and ambulatory clinic facilities.

Health Educators will participate in group or individual patient and family education as directed by the facility. Unless explicitly deleted from the Position Description or Health Education Scope of Work, all Indian Health Service health education programs and, it is suggested that all Tribal health education programs, are expected to develop policies and procedures governing health education's participation in the patient education process within the facility. Those health education programs that are exclusively community-oriented must document the exclusion of the provision of individual patient education service

(3-12.3B Continued)

requirement in the Health Education Departmental Policies and Procedures Manual.

- C. Objectives
1. Health Educators will develop departmental policies relating to the specific role(s) of the Health Educator in the development and/or provision of group and individual patient and family education.
 2. Health Educators shall develop organizational plans and support for the provision of group and individual patient education which should include: (but not be limited to,)
 - a. Group and individual patient education policies and procedures
 - b. Group and individual patient education teaching/lesson plans
 - c. Group and individual patient education budget/resources

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- d. Quality Assurance and Total Quality Management participation
- 3. Health Educators shall develop culturally relevant patient education materials and resources.
- 4. Policies, procedures and documentation should reflect that standards have been developed which incorporate:
 - a. All group and individual Patient Education services will be document using the Indian Health Service *Patient Education Protocols and Codes* guidelines.
 - b. A multi-disciplinary coordination of services/activities
 - c. Documentation of how the educational needs of patients and families are determined.
 - d. How the needed education is provided to patients and families.
 - e. Evidence of assessment of the learning needs, readiness, capabilities of the patient/family.