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. 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

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

Purpose
To develop a consistent patient education delivery process for maternity patients
To apply PFE strategies using a collaborative approach to improve patient education program outcomes

Findings

<table>
<thead>
<tr>
<th>Staff Survey Item</th>
<th>n</th>
<th>Max.</th>
<th>Mdn. Pre</th>
<th>Mdn. Post</th>
<th>Wilcoxon Signed Rank Test (two-tailed)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confidence in ability to use teach-back</td>
<td>45</td>
<td>100</td>
<td>78</td>
<td>87</td>
<td>Z = -2.30, p = .022</td>
</tr>
<tr>
<td>Use of PFE communication techniques</td>
<td>45</td>
<td>28</td>
<td>25</td>
<td>26</td>
<td>Z = -1.46, p = .145</td>
</tr>
<tr>
<td>Use of PFE of scorers at max.</td>
<td>9</td>
<td>28</td>
<td>26</td>
<td>26</td>
<td>Z = 2.39, p = .017</td>
</tr>
<tr>
<td>Use of PFE minus scorers at max.</td>
<td>36</td>
<td>28</td>
<td>24</td>
<td>26</td>
<td>Z = -2.66, p = .008</td>
</tr>
</tbody>
</table>

Methodology

- **Design**
  - Quality improvement project
  - Pre and post design
  - Matched samples for staff survey
  - Comparison of existing preintervention audit results to postintervention results

- **Intervention components**
  - Computer-based training module for staff
  - Patient education pathway
  - Nursing leader training program and resource guide for coaching, reinforcing, and sustaining PFE strategies

- **Data collection**
  - Staff questionnaire
  - PFE communication self-assessment survey based on AHRQ Health Literacy Toolkit pre- and postintervention
  - Research electronic data capture (REDCap) of staff survey results
  - Patient education audit results pre and post

Clinical Implications

- Nurses’ confidence levels and use of PFE may be influenced by staff training.
- Computer-based training incorporating interactive case studies is practical, effective, and efficient.
- DNP-led quality initiatives incorporating professional collaborative approaches contribute to positive changes in healthcare.
- PFE use may enhance patient education delivery resulting in better program outcomes.

References

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