

19° International Conference on Health Promoting Hospitals and Health Services:  
**Improving health gain orientation in all services:  
Better cooperation for continuity in care**

**JOINT COMMISSION INTERNATIONAL (JCI) ACCREDITATION:  
PATIENT AND FAMILY EDUCATION STANDARDS AND QUALITY LEVELS IN THE  
HEALTH PROMOTING HOSPITALS AND HEALTH SERVICES (HPH) NETWORK.**

**THE EXPERIENCE OF THE UDINE UNIVERSITY HOSPITAL, ITALY**



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# AIMS and METHODS

## AIMS:

- To improve the patient and family educational process;
- To document the educational process in the clinical record.

## METHODS:





# Standard Patient Assessment

# ACTIONS and RESULTS

## 2

### HPH

The assessment of a patient's need for health promotion is done at first contact with the hospital. This is kept under review and adjusted as necessary according to changes in the patient's clinical condition or on request (STD 2.2)

### JCI

Each patient's educational needs are assessed and recorded in his or her record (PFE 2)  
The patient's and family's ability to learn and willingness to learn are assessed (PFE 2.1)

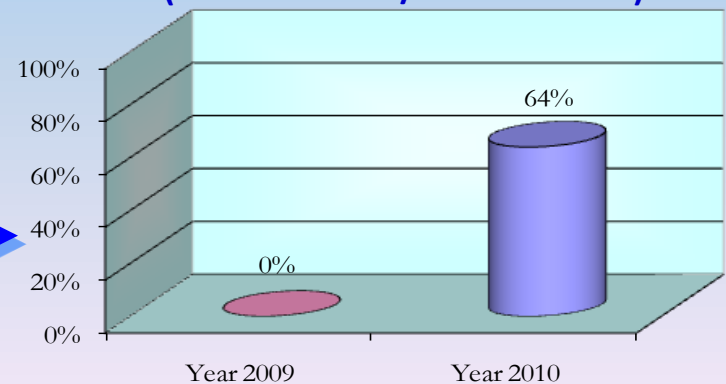


FABBISOGNO EDUCATIVO		NECESSITA' EDUCATIVE <input type="checkbox"/> sio <input type="checkbox"/> si	
<input type="checkbox"/> Decorso /Descrizione della malattia	<input type="checkbox"/> Farmaci	<input type="checkbox"/> Medicazioni / Trattamenti	<input type="checkbox"/> Dieta
<input type="checkbox"/> Presidi medicali	<input type="checkbox"/> Tecniche riabilitative	<input type="checkbox"/> Controllo / Follow-up	<input type="checkbox"/> Gestione del dolore
Barriere: <input type="checkbox"/> Non disponibile all'apprendimento	<input type="checkbox"/> Lingua	<input type="checkbox"/> Cultura	<input type="checkbox"/> Religione
Deficit: <input type="checkbox"/> Cognitivo <input type="checkbox"/> Uditivo	<input type="checkbox"/> Visivo	<input type="checkbox"/> Motozoo	
Destinatari: <input type="checkbox"/> Paziente <input checked="" type="checkbox"/> <i>Caregiver</i>			
Note			
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### DOCUMENTED EDUCATIONAL NEEDS IN THE INITIAL ASSESSMENT BY NURSING STAFF

(n. 546 in 2009 / n.532 in 2010)



# Standard Patient Information and Intervention

## ACTIONS and RESULTS

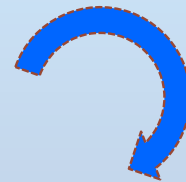
### 3

#### HPH

Based on the health promotion needs assessment, the patient is informed of factors impacting on their health and, in partnership with the patient, a plan for relevant activities for health promotion is agreed (STD.3.1)

#### JCI

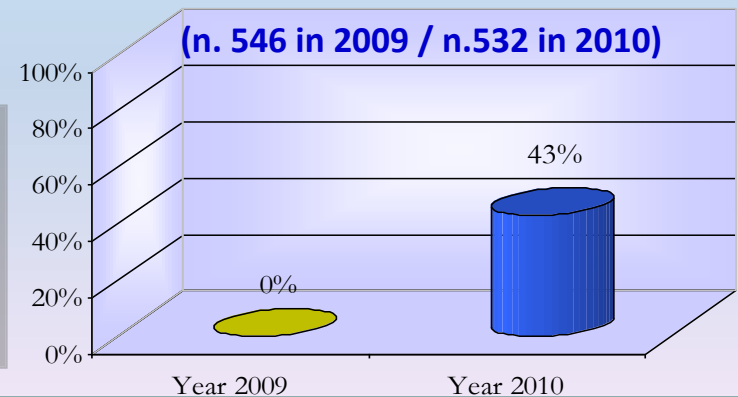
Patient and family education includes the following topics, related to the patient's care: the safe use of medications, the safe use of medical equipment, potential interactions between medications and food, nutritional guidance, pain management, and rehabilitation techniques (PFE.4)



NUMERO ESERCIZIO	Oggetto/tema Educativi	ATTIVITA' EDUCATIVE				Tutor (Infermiere)	Data
		INTERVENTO	PARAGRAFO	PREZZO	Stato		
	Obiettivi e percorsi degli interventi di competenza gastroenterologica	X	X	X	X	X	
	Obiettivi e percorsi degli interventi di competenza ginecologica	X	X	X	X	X	
	Obiettivi e percorsi degli interventi di competenza chirurgica	X	X	X	X	X	
	Obiettivi e percorsi degli interventi di competenza di altri servizi	X	X	X	X	X	

#### DOCUMENTED EDUCATIONAL INTERVENTIONS IN THE PLAN OF CARE

(n. 546 in 2009 / n.532 in 2010)





# Standard Continuity and cooperation

## 5

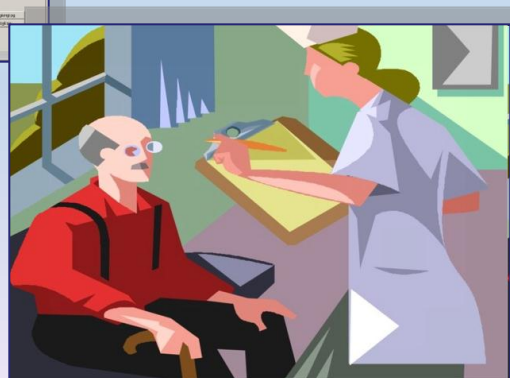
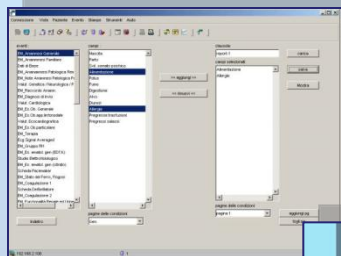
## ACTIONS and RESULTS

### HPH

The organization ensures the availability and implementation of health promotion activities and procedures during out-patient visits and after patient discharge (STD.5.2)

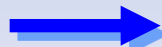
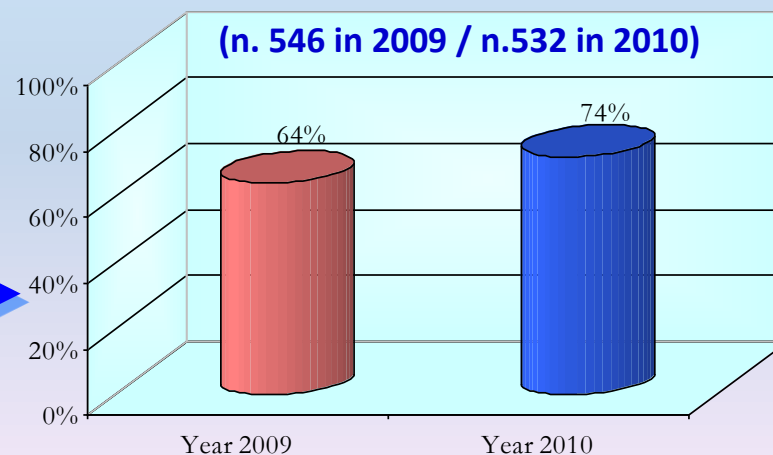
### JCI

Education and training help meet patients' ongoing health needs (PFE.3)  
The discharge summary of inpatients is complete and patients and, as appropriate, their families are given understandable follow-up instructions (ACC.3.2.1; ACC.3.4)



### DOCUMENTED EDUCATIONAL INTERVENTIONS IN THE LETTER OF DISCHARGE

(n. 546 in 2009 / n.532 in 2010)





# CONCLUSIONS



- **IMPORTANT RESULTS ON JCI and HPH STANDARDS**
- **IN THE FUTURE WE NEED TO:**

- improve our educational tools and make them available all over the hospital;
- use different kinds of tools;
- assess the effectiveness of the patient educational intervention;
- measure patient satisfaction for the educational intervention.