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Patient education in the emergency department: take advantage of the teachable moment

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Abstract

Several recent works have highlighted hospital discharge as a good opportunity to deliver patient education (PE). Despite its constraints (overcrowding and unpredictable workload, in particular), the emergency department (ED) should be viewed as an opportune place for improving patient satisfaction and adherence to recommendations, and thus for preventing complications and early readmission, suggesting that better PE and health information could be one way to enhance patient safety. Building evidence on how best to organise and deliver effective PE poses many challenges, however. This paper gives an overview of the main issues (what we already know and prospects for research/clinical approaches) concerning PE in the ED: improving provider skills, ensuring PE continuity, developing educational materials, interprofessional collaboration, identifying specific educational needs for certain subgroups of patients, evaluating PE delivery, and identifying the most effective interventions. Future research will be needed to develop evidence-based guidelines for a comprehensive approach to PE.

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REFLECTIONS

Patient education in the emergency department: take advantage of the teachable moment

Benoit Pétré¹ · Aurore Margat² · Jean-Christophe Servotte¹ · Michèle Guillaume¹ · Rémi Gagnayre² · Alexandre Ghuysen^{1,3}

Abstract

Several recent works have highlighted hospital discharge as a good opportunity to deliver patient education (PE). Despite its constraints (overcrowding and unpredictable workload, in particular), the emergency department (ED) should be viewed as an opportune place for improving patient satisfaction and adherence to recommendations, and thus for preventing complications and early readmission, suggesting that better PE and health information could be one way to enhance patient safety. Building evidence on how best to organise and deliver effective PE poses many challenges, however. This paper gives an overview of the main issues (what we already know and prospects for research/clinical approaches) concerning PE in the ED: improving provider skills, ensuring PE continuity, developing educational materials, interprofessional collaboration, identifying specific educational needs for certain subgroups of patients, evaluating PE delivery, and identifying the most effective interventions. Future research will be needed to develop evidence-based guidelines for a comprehensive approach to PE.

Keywords Patient education · Patient safety · Patient participation · Emergency department · Hospital discharge

Interest in patient education


Health care systems have been moving from a paternalistic medical approach to greater patient empowerment (Anderson and Funnell 2005; Richards et al. 2013). The role of patients as active partners in their own care is now widely accepted. Indeed, patient involvement in the health care system has produced a number of positive outcomes, including greater patient satisfaction (Lusk et al. 2013), better quality of care (Hoff et al. 2012),

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... The number of boarding patients gradually increases from Monday to Friday, and then decreases on Friday afternoon. The median (IQR) value was 56 (44-68) for the total number of patients, 35 (26)(27)(28)(29)(30)(31)(32)(33)(34)(35)(36)(37) (38) (39)(40)(41)(42)(43)(44) for the number of evaluating patients, and 14 (8)(9)(10)(11)(12)(13)(14) (15)(16)(17)(18)(19)(20)(21)(22)(23)(24)(25)(26) for the number of boarding patients. Therefore, the third quartile, the critical point of overcrowding was 68, 44, and 26, for total, evaluating, and boarding indicators, respectively. ...

... However, this reverse correlation between ED overcrowding and RV can be found in the results of McCusker et al.'s study. [35] The patient's discharge process in the ED is an important step in explaining the patient's condition and examination results, giving the patient confidence in the doctor's discharge decision, and educating post-discharge precautions [36][37] [38]. However, ED overcrowding shortens the time for the doctor to communicate with the patient; doctors may find it difficult to invest sufficient time to explain discharge instructions to the patient in situations where more patients need to be cared for [36,39]. ...

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... However, this reverse correlation between ED overcrowding and RV can be found in the results of McCusker et al.'s study. [37] The patient's discharge process in the ED is an important step in explaining the patient's condition and examination results, giving the patient confidence in the doctor's discharge decision, and educating post-discharge precautions [38][39] [40] . However, ED overcrowding shortens the time for the doctor to communicate with the patient; doctors may find it difficult to invest sufficient time to explain discharge instructions to the patient in situations where more patients need to be cared for [38,41]. ...

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May 2017 · Lakartidningen

● Magna Andreen Sachs · ● Karin Pukk Härenstam

Patient involvement in patient safety The prospect of patients contributing to safer care with their unique knowledge and experiences demands a profound change in roles and attitudes among healthcare staff and researchers. The path forward involves designing ways of coproduction in healthcare quality and safety improvement as well as in research.

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Nursing workload, patient safety incidents and mortality: An observational study from Finland

April 2018 · BMJ Open

● Lisbeth Fagerström · ● Marina Kinnunen · Jan Saarela

Objective To investigate whether the daily workload per nurse (Oulu Patient Classification (OPCq)/nurse) as measured by the RAFAELA system correlates with different types of patient safety incidents and with patient mortality, and to compare the results with regressions based on the standard patients/nurse measure. Setting We obtained data from 36 units from four Finnish hospitals. One was a ... [\[Show full abstract\]](#)

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January 2002 · Health Expectations

L Myers

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February 2008 · Journal of Computer Assisted Learning

● Peter Van Rosmalen · ● Peter B. Sloep · ● Liesbeth Kester · [...] · ● Rob Koper

Abstract The introduction of elearning often leads to an increase in the time staff spends on tutoring. To alleviate the workload of staff tutors, we developed a model for organizing and supporting learner-related interactions in elearning systems. It makes use of the knowledge and experience of peers and builds on the assumption that (lifelong) learners, when instructed and assisted carefully, ... [\[Show full abstract\]](#)

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