

Patient and Family Education

Assessment Form

The purpose of this form

This assessment form is designed to help recognize how patient and family education about the prevention of CAUTIs and CLABSIs is currently being conducted in your hospital.

Who should complete this form

Those responsible for educating patients and family members (e.g., frontline staff, Frontline Managers, etc.)

How to use this form

This form will ask you questions about how you educate patients and family members about the prevention of CAUTIs and CLABSIs in your hospital and your specific unit. Questions will address aspects of patient and family education according to the Five Rights of Patient Education for Infection Prevention:

1. The right educational information
2. To the right person
3. In the right format
4. Through the right channel
5. At the right time in the patient journey

Additional questions will also address strategies to improve patient and family education:

6. Standardization of infection prevention education for patients
7. Use of the electronic health record (EHR) to support the delivery of patient education
8. Involvement of Patient and Family Advisory Councils in patient education
9. Additional comments

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Name (optional) _____

Job title _____

Unit _____

Date _____

Patients and their family members can play a role in infection prevention when they are educated about their risks and the actions they can take to minimize those risks. Please provide your perspectives below about how patient and family education is delivered at your hospital.

1. The right educational information

Which of these education topics do you cover with your patients or their families? Please provide an example of when you discuss each topic during a patient's hospital stay.

Education topic	I discuss this topic with patients and/or their family members (yes/no)	Example
Risks of Foley catheters and central lines		
Importance of patient and visitor hand hygiene		
Importance of consistent maintenance care of devices		
Support to speak up about safety concerns		

Do you educate patients that the sooner their Foley catheter or central line is removed, the less their risk of developing a CAUTI or CLABSI? If yes, please describe an example. If no, please describe why not.

Do you educate patients about the importance of hand hygiene before touching or caring for their Foley catheter or central line? If yes, please describe an example. If no, please describe why not.

Do you educate patients about the importance of the maintenance of their Foley catheter or central line when they try to decline this care? If yes, please describe an example. If no, please describe why not.

Do you encourage patients to speak up about the following topics? For each: If yes, please describe an example. If no, please describe why not.

- Speaking up about concerns regarding care providers, family members, or visitors not performing appropriate hand hygiene

- Speaking up about concerns when maintenance care of devices is not performed appropriately

- Speaking up to ask if their device can be removed

What other topics of patient education do you cover to help prevent CAUTIs and CLABSIs?

2. To the right person

At your hospital, are patients with Foley catheters or central lines consistently educated about prevention of CAUTIs and CLABSIs? Why or why not?

At your hospital, are patients' family members or caregivers consistently educated about prevention of CAUTIs and CLABSIs? Why or why not?

3. In the right format

Which of these resources does your hospital provide for patient and family education regarding the prevention of CAUTIs and CLABSIs?

	Resource	My hospital provides this resource (yes/no)	What educational topics does this resource cover related to CAUTI and CLABSI prevention?
Paper	Handouts (e.g., 1-2 pages)		
	Booklets or packets (e.g., admission or discharge booklets)		
Posted	Posters		
	Digital signs		
Electronic	Inpatient portal		
	Outpatient portal		
	Hospital website		

What other resources does your hospital provide to help educate patients and families about infection prevention? What educational topics do they cover related to CAUTI and CLABSI prevention?

4. Through the right channel

Who delivers patient education at your hospital?

Are multiple roles (e.g., nurses and physicians) involved in the delivery of patient education at your hospital? Why or why not?

Are verbal discussions used to deliver patient education at your hospital? If yes, please describe an example. If no, please describe why not.

5. At the right time in the patient journey

At your hospital, at which times during a patient’s hospitalization are patients provided education about the prevention of CAUTIs and CLABSIs?

Timing	My hospital provides patient education at this time (yes/no)	What educational topics are covered at this time related to CAUTI and CLABSI prevention?
At admission		
When providing care		
During device insertion		
During device maintenance		
At other times during the hospital stay		
At bedside rounding		
At discharge		

At your hospital, what other times during a patient’s hospitalization are patients provided education regarding infection prevention? What education topics are covered at these times related to CAUTI and CLABSI prevention?

6. Standardization of infection prevention education for patients

Please describe how patient education is (or is not) standardized at your hospital.

Does your hospital have standardized education materials for patients with a Foley catheter or central line? Please describe how these materials are (or are not) standardized.

At your hospital, is there a clear expectation about who is responsible for educating patients, when the education should occur, and what resources should be used? Please describe how these expectations are clear (or not clear).

Is patient education for the prevention of CAUTIs and CLABSIs standardized across all units of your hospital? Please describe how this education is (or is not) standardized.

At your hospital, is there an established procedure to escalate patient education, for example when patients refuse their infection prevention care? Please describe how this procedure is (or is not) established.

7. Use of the electronic health record (EHR) to support the delivery of patient education

Please describe how the EHR is used at your hospital to support the delivery of patient education.

Do you consistently document patient education in the EHR? Why or why not?

Does your hospital use order sets in the EHR to alert care providers about the need to provide patient education to patients with a Foley catheter or central line? Why or why not?

Do you use alerts in the EHR to indicate need for re-education when patients decline their infection prevention care (e.g., CHG bath for their central line)? Why or why not?

8. Involvement of Patient and Family Advisory Councils in patient education

Does your hospital have a Patient and Family Advisory Council? If so, what is its role?

Please describe the involvement, if any, of the Patient and Family Advisory Council at your hospital in the development or review of patient education materials.

Please describe the involvement, if any, of the Patient and Family Advisory Council at your hospital in the development or review of patient education materials specific to the prevention of CAUTIs and CLABSIs.

9. Additional comments
