



Summer Institute in Nursing Informatics 2019
Poster Presentation

Providing consistent and accurate patient education across inpatient and outpatient clinic locations

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Patients undergoing a radical prostatectomy have many educational needs and their care is provided across inpatient and outpatient locations within the hospital. This has created challenges in communication required for a smooth transitions between locations of care. During the initial outpatient visit, patients are presented with options of care, an overview of the procedure, and an informational packet. Inpatients receive information regarding urinary catheter care, discharge medications, and post-surgical care. After discharge, the outpatient clinic performs a voiding trial. Throughout this process knowledge deficits identified include when and how to take discharge medications, insufficient knowledge regarding the voiding trial, and how to manage post-operative complications such as scrotal edema. Solutions implemented to address these knowledge deficits were multi-modal. A primary nurse from the clinic was designated in the Electronic Health Record (EHR); a practice that was not previously done for this procedure. The primary nurse would then utilize secure health messaging to remind the patient of their appointments and provide or reinforce instructions. The primary nurse also served as a point of contact for patient questions and concerns. The secure health messaging created a document in the EHR visible to all caregivers across all locations. Other adaptations included providing the patient with a "daily goals" sheet to provide them with expectations of care from admission until they are seen at their outpatient clinic appointment. The daily goals tool is posted in the patient room to assist nursing staff and patients with a standardized method of providing care and education elements at prescribed time points during the convalescence period. Documentation changes in the EHR included adaptations to the patient education note to include more of the education needs of the post-prostatectomy patient. These changes allow for easier identification of documentation and a systematic and standardized urology specific pathway for providing patient education by inpatient and outpatient nursing staff. Altogether, these measures serve to increase patient satisfaction, knowledge, and engagement.