

Patient education in the age of eCare

an overview

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Patient-instruction materials are now available in eCare and can be incorporated into patients' health records. Materials are searchable allowing caregivers to find the topic(s) they're looking for more easily.

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long with changes to billing and clinical documentation, eCare brought changes to patient-education, as well. Patient-instruction materials are now available in eCare and can be incorporated into patients' health records. Materials are searchable allowing caregivers to find the topic(s) they're looking for more easily. In eCare:

- use Plan of Care Activity to identify problems that require educational interventions. Education points added to the Plan of Care problem interventions automatically appear in the Education Activity
- use Education Activity to document your teaching. Additional education points can be added
- use Patient Instructions Activity to search for and incorporate materials loaded in eCare into the medical record

Not everything about patient-education materials and documentation has changed. For instance:

- the learning assessment is still completed as part of the admission process
- clinicians should still document patient-education and patient responses during their shifts
- education points should only be listed as resolved if they're no longer clinically relevant. For example, pre-procedure teaching can be entered as resolved once the patient returns from the procedure

It's important to note that not *all* patient-education materials are available in eCare. Clinicians should continue to use the patient-educational materials that best meet patients' needs based on clinical judgment. eCare provides links to additional materials under the Resources tab on the main Toolbar. Selecting one of these links will direct users to materials available outside of eCare.

The Partners Handbook link allows you to access MGH- and/or Partners-authored or designated patient-education materials and recommended consumer health websites.

Patient education materials available in eCare:

- Healthwise® (materials written by external vendor)
- Primary Care Office InSite (PCOI)
- DCFI Teaching Sheets
- Exercise Instructions (limited to Fitness, Physical Therapy, Occupational Therapy, and Speech-Language Pathology)

Patient education materials linked through the Resources tab on the main Toolbar in eCare:

- Partners Handbook
- Knowledge Link
- PCOI
- CARMA

Clinicians can also add patient-education materials not available in eCare into patients' charts. In the Patient Instructions section of the Discharge Navigator, use Smartphrases by typing or copying and pasting text from existing documents found outside of eCare. (Note: formatting does not carry

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Patient Education (continued)

over when you cut and paste, and you can't insert attachments in this section.)

Advantages of using materials in eCare:

- Materials are automatically suggested based on patient diagnosis codes (ICD-9 and ICD-10)
- Materials are searchable in eCare's Patient Instructions tab
- Materials can be edited for each patient if/when necessary
- Materials can be included in their entirety in the patient's record. Select 'Add Instructions' under Patient Instructions
- Materials can be sent electronically to patients using the MyChart patient portal

Advantages of using MGH-authored or MGH-designated materials:

- Materials reflect MGH practice and the instructions MGH clinicians want the patient to follow
- Materials are branded with the authoring departments' logos
- May minimize the need to edit materials each time they're used to make them comply with MGH practice and instructions

For more information about patient-education in eCare, review Partners eCare tip sheets in one of two ways:

- In eCare, use the Learning Home Dashboard. The quickest way to access this is to select the My Dashboard icon in the upper left corner (see screen shot below)
- From the Partners eCare intranet site, use the tip sheet search engine. Use tip-sheet titles exactly as they appear in the table below for best results

A note about Healthwise, the supplier of patient-education materials linked to eCare. If Healthwise materials contradict individual discharge instructions, follow these guidelines:

- If there are MGH-produced materials, use those and document that they're being used
- If no MGH-produced materials are available, be sure Healthwise information is consistent with providers' discharge orders. Healthwise materials are editable after they've been added to the patient's chart, so they should be consistent with MGH discharge instructions

This information has been added to the Patient Education/Health Literacy tab of the Excellence Every Day portal page.

For more information about patient-education in eCare, call Brian French, RN, director, The Blum Patient & Family Learning Center at 617-724-7843.

| <i>Tip Sheet Name</i> | <i>Topic</i> |
|--|--|
| ● Patient instructions activity | Locate and edit patient instructions in eCare for inpatient users |
| ● Patient instructions activity tip sheet | Locate and edit patient instructions in eCare for ambulatory, Emergency Department, and My Chart users |
| ● eCare quick links in partners handbook | Locate patient instructions from sites other than eCare |
| ● Healthwise frequently asked questions | Healthwise information |
| ● Plan of care and patient education faqs tip sheet | Document educational material accessed outside of eCare |
| ● Saving patient instructions as favorites | Saving instructions in eCare as favorites |
| ● Creating a smartphrase to reuse text you commonly type | Editing documents in eCare using smart phrases |
| ● Discharging a patient | Patient instructions in eCare at discharge |

