





Patient and Family Education

October 2021 Monthly Education

Title: Patient Education	Policy Number: OP.071.0
Date Issued: 04/01/2018	Date Revised: 1/01/2018, 1/01/2020
Source: SerenaGroup® Inc.	Revisions:
	Medical Director SerenaGroup, Inc. Thomas E. Serena MD FACS 

SCOPE:

Entities operating under the hospital's Medicare Provider Number including, but not limited to, the following:

Nursing Staff



PURPOSE:

To establish guidelines for nursing staff to provide on-going education in a manner best understood by the patient.

Procedure:

All patients will be evaluated for educational needs and ability to learn on initial visit to the center.

1. On initial visit to the Center, nursing staff will assess patient for knowledge deficit and level of learning ability. Assessment to include but not limited to:
 - Educational levels
 - Motivational level
 - Knowledge level of required medication
 - Knowledge level of diagnosis
 - Knowledge level of treatment plan
 - Language barrier
 - Religious barrier
 - Cultural barrier
 - Emotional barrier
 - Physical barrier
 - Reading barrier
 - Sensory barrier
 - Altered mental status due to medication
 - Altered mental status due to aging process
 - Financial concerns
2. Patient's preferred learning style is documented.

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3. Patient's level of support system for learning is documented.
4. Patient's educational goal for attending the Center is documented.
5. All education performed is dated and documented in the medical record as to material covered, learned, method utilized, and the patient's response to education.



Patient Education

All patient entering the Advanced Wound Care Center will be evaluated for educational needs and abilities to learn on initial visit.



Assessment to include but not limited to:



- Educational levels
- Motivational level
- Knowledge level of required medication
- Knowledge level of diagnosis
- Knowledge level of treatment plan
- Language barrier
- Cultural barrier
- Emotional barrier
- Physical barrier
- Reading barrier
- Sensory barrier
- Altered mental status due to medication
- Altered mental status due to aging process
- Financial concerns



Documentation

- Patient's preferred learning style
 - Patient's level of support system for learning
 - Patient's educational goal for attending the Center
 - Attendees during patient visit
-
- **All education performed is dated and documented in the medical record as to material covered, learned, method utilized, and the patient's response to education.**



Title: Family Education	Policy Number: OP.072.0
Date Issued: 04/01/2016	Date Revised: 1/01/2018, 1/01/2020
Source: SerenaGroup® Inc.	Revisions:
	Medical Director: SerenaGroup, Inc. Thomas E. Serena MD FACS 

SCOPE:

Entities operating under the hospital's Medicare Provider Number including, but not limited to, the following:



Nursing Staff

PURPOSE:

The patient's family and/or caregiver will be provided with appropriate education and training to increase knowledge of the patient's illness and treatment needs, and to learn skills and behaviors that promote healing and improve function. The education and training will be specific to assessed needs, abilities, and will be appropriate to the anticipated length of treatment.

PROCEDURE:

1. The Nursing Staff will assess the educational needs of the patient's family and/or caregiver at each clinic visit.
2. The Nursing Staff will consider cultural and religious practices, emotional barriers, desires and motivation to learn, physical and/or cognitive limitations and language barriers to determine the appropriate teaching/learning method.
3. Instructions consistent with the physician's orders/plan of care will be provided in a manner understandable to the patient's family and/or caregiver to include, but not be limited to, the following areas (as appropriate):
 - Nature of Wound/Disease
 - Wound Dressing/Medication Use
 - Pressure Reduction/Offloading/Protective Devices (safe and effective use)
 - Edema Control

Title: Family Education	Policy Number: OP.072.0
Date Issued: 04/01/2016	Date Revised: 1/01/2018, 1/01/2020
Source: SerenaGroup® Inc.	Revisions:
	Medical Director: SerenaGroup, Inc. Thomas E. Serena MD FACS 

- Patient Plan of Care
- Prevention
- Discharge Instructions

4. Additional education/ instruction will include the following, as appropriate:
 - Instruction on potential drug/food interactions
 - Counseling on nutrition intervention and/or modified diets
 - Access to available community resources
 - When and how to obtain further treatment
 - Instruction in rehabilitation techniques to facilitate adaptation to and/or functional independence in the environment
5. The patient's family and/or caregiver will be requested to perform a return demonstration and/or verbalize understanding of instructions.
6. Patient's family and/or caregiver will be advised when to contact the wound care nurse (i.e., changes in wound or related systemic conditions).



Family Education

The patient's family and/or caregiver will be provided with appropriate education and training to increase knowledge of the patient's illness and treatment needs, and to learn skills and behaviors that promote healing and improve function.

The education and training will be specific to assessed needs, abilities, and will be appropriate to the anticipated length of treatment.



Family Education - Procedure

Assess the educational needs of the patient's family and/or caregiver at each clinic visit.

Consider cultural and religious practices, emotional barriers, desires and motivation to learn, physical and/or cognitive limitations and language barriers to determine the appropriate teaching/learning methods.



Family Education - Instructions

Instructions consistent with the physician's orders/plan of care will be provided in a manner understandable to the patient's family and/or caregiver to include, but not limited to, the following areas:

- Nature of Wound/Disease
- Wound Dressing/Medication use
- Pressure Reduction/Offloading/Protective Devices
- Edema Control
- Patient Plan of Care
- Prevention
- Discharge Instructions



Family Education – Additional Education

- Instruction on potential drug/food interactions
- Counseling on nutrition intervention and/or modified diets
- Access to available community resources
- When and how to obtain further treatment
- Instruction in rehabilitation techniques to facilitate adaptation to and/or functional independence in the environment



Family Education – Discharge

- The patient's family and/or caregiver will be requested to perform a return demonstration and/or verbalize understanding of instructions.
- Patients' family and/or caregiver will be advised when to contact the wound care nurse.
 - Changes in wound or related systemic conditions
 - Patients' family and/or caregiver will be given written documentation of wound care instructions upon leaving the wound care center.



Member's Portal – Patient Education



The following list of materials were developed by SerenaGroup for the advanced wound care patients. Use these tools to help you and the Advanced Wound Care Center to learn more about wound care and some of the related conditions, as well as, how to prevent, educate and help manage them during the patient's wound healing process.

SERENAGROUP CONTACTS: Nick Duquette, Blair Flinn, Ally George, Nancy Trafelet & Jill Schroder

Nutrition

Negative Pressure Wound Therapy (NPWT)

Smoking Cessation

Compression Dressing

Offloading

Glucose Management in HBO



Examples of Patient Education

Helping Wounds Heal

What you should eat

1 Choose foods high in protein

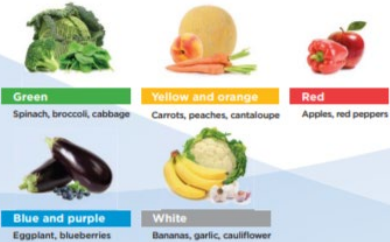


2 Include nutrition drinks with added HMB, arginine, glutamine, and hydrolyzed collagen in addition to a complete, balanced diet (Juven[®] offers a unique blend of these key ingredients to help promote wound healing,^{1,2} build lean body mass (LBM)^{1,2}, and support immune function³)



3 Add foods high in vitamins and minerals, especially vitamin C and zinc to help reduce your risk of infection and promote healing

Choose fruits and vegetables in a rainbow of colors to provide essential vitamins and minerals that your body needs. Some examples are:



4 Drink 6 to 8 cups of water or other fluids every day to help maintain hydration to support your circulation



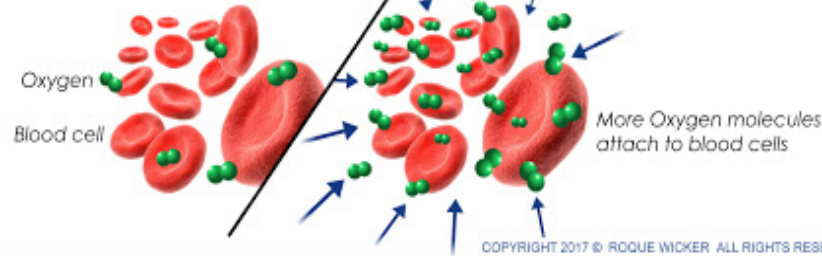
How Nutrition Helps:

- Protein builds new skin and muscle
- Glutamine helps cells produce the building blocks needed for new tissue
- Arginine supports blood flow and is a building block for proteins, which can contribute to healing
- Maintaining muscle and organ tissue is vital for normal healing, and proper nutrition plays an important role. If you do not receive proper nutrition, your body may use muscle protein for energy

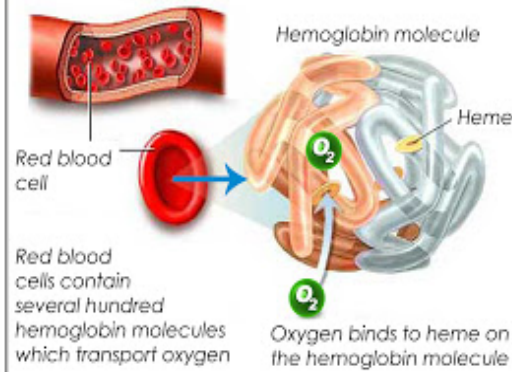


EFFECTS OF HYPERBARIC OXYGEN ON THE BLOOD CELLS: Under hyperbaric conditions the combination of increased pressure and high oxygen levels increases the amount of oxygen carried in a person's blood.

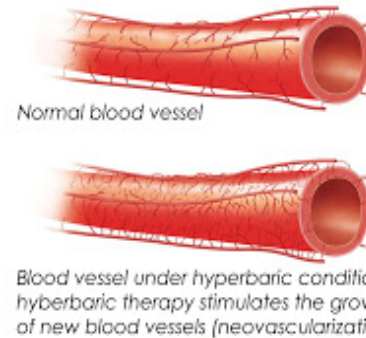
OUTSIDE THE HYPERBARIC CHAMBER INSIDE THE HYPERBARIC CHAMBER



EFFECT OF HYPERBARIC ON HEMOGLOBIN



EFFECT OF HYPERBARIC ON REBUILDING OF NEW SMALL BLOOD VESSELS



KCI Wound Vac Troubleshooting Instructions

You may disconnect the therapy unit from the dressing tubing for short amounts of time. If the unit is off for more than 2 hours, please contact our office (512-324-7600) or KCI (800-275-4524) right away.

To disconnect (temporarily for showering, or if machine has turned off for more than 2 hours):

1. Press On/Off to stop therapy (if unit has a touch screen).
2. Press the power button to turn the therapy unit off.
3. Unplug the unit if it is plugged in.
4. Slide both tubing clamps toward the tubing connector.
5. Tightly close both tubing clamps to avoid spilling tubing contents.
6. To disconnect the dressing tubing from the canister tubing – push the connectors together, twist to unlock, pull the connectors apart.

Leak Alarm:

Most leaks occur:

- Where the drape meets the skin.
- Where the SENSATRAC Pad is attached to the drape.
- At tubing connectors.
- When the canister is not securely connected to the therapy unit.

To fix the leak:

1. Check the tubing connectors between the dressing and the canister. Make sure they are properly locked.
2. Make sure the canister is properly installed onto the therapy unit. When the canister is properly installed, it cannot be removed by gently pulling it away from the unit.
3. Using light pressure, move your hand and fingers slowly around the edges of the drape and SensaTrac pad to detect the leak.
4. Apply additional tape to edge of clear drape to seal the leak.
5. If the leak alarm persists or you cannot find the leak, call our office or KCI.

Canister Full Alarm:

To avoid a false alarm, keep the therapy unit upright.

To replace the canister:

1. Press On/Off to stop therapy.
2. Slide both tubing clamps toward the tubing connector.
3. Tightly close both tubing clamps to avoid spilling tubing contents.
4. Push the connectors together, twist the connectors to unlock, and pull the connectors apart.
5. To remove the canister, press down on the canister latch release and pull the canister away from the therapy unit.



QUIZ TIME

SG

QUESTION 1:



1. Only half of the patient's entering the Advanced Wound Care Center will be evaluated for educational needs and abilities to learn on initial visit.

Answer: FALSE – ALL Patients entering the center are evaluated



QUESTION 2:



2. All education performed is dated and documented in the medical record as to material covered, learned, method utilized, and the patient's response to education.

Answer: TRUE



QUESTION 3:



3. The patient's family and/or caregiver will be requested to perform a return demonstration and/or verbalize understanding of instructions.

Answer: TRUE



QUESTION 4:



4. On the SerenaGroup Member's Portal, there is patient education available to give to the patients.

Answer: TRUE



Thank you for taking the time to complete SerenaGroup Education for October 2021. SerenaGroup continues to focus on providing education to all clinical staff. If you have ideas, questions, comments around education – please reach out to the Education Committee Members.

SerenaGroup Education Committee Members,

Nick Duquette

Ally George

Blair Flinn

Nancy Trafelet

Jill Schroder

