

3 Ways **Patient Education** Improves Patient Engagement & Nurse Satisfaction





Improving patient engagement in healthcare has never been more critical or more challenging. Medical information is complex by nature, and the sheer number of patients that don't engage in their healthcare can be challenging for many hospitals.

Advancements in treatment protocols give clinicians better options for disease management but can be overwhelming to a sick patient. Patients admitted to hospitals today are bombarded by a wealth of medical information, and less able to process all of that information effectively.

Consider the coupling of patient engagement challenges with the value-based care performance demands

placed on hospitals. Hospital leaders' are tasked with getting sicker patients healthy faster to meet shortened length-of-stay mandates. They are evaluated and reimbursed on the quality of care and the quality of service provided to patients. They also are penalized when patients must be readmitted into the hospital. Managing these challenges can be difficult while trying to maximize staff and operational efficiencies.

So how do hospitals bend the curve for better patient outcomes, better patient experiences, and a more efficient delivery system?



1

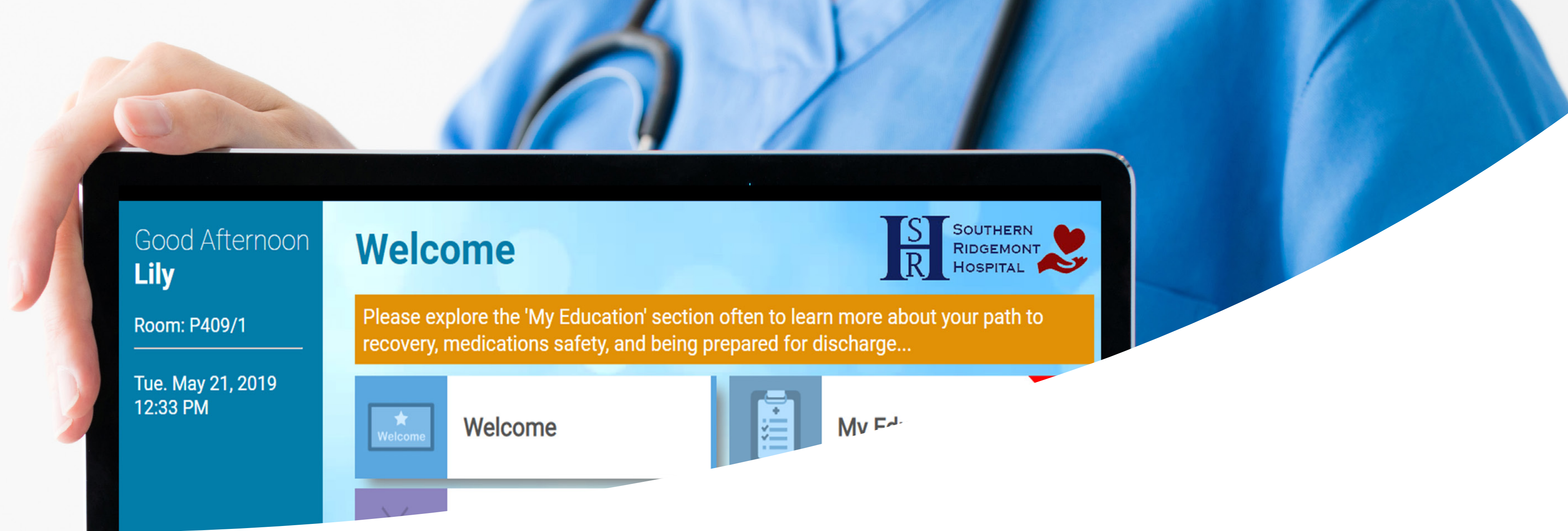
EDUCATED PATIENTS LEAD TO HEALTHY PATIENTS

Research shows that patients who engage in their healthcare decisions are more likely to understand their conditions and prescribed care. According to the Agency for Healthcare Research and Quality, patients who understand their hospital discharge instructions are 30% less likely to be readmitted than those without adequate discharge planning.

Traditionally, hospital patient education primarily has fallen on the shoulders of the bedside nurse as he or she

rounds. Unfortunately, verbal bedside education alone is proving ineffective in ensuring that hospital patients are fully educated and engaged in their care. Studies show that patients don't retain verbal information provided by nurses, and are more often left more confused than educated. Nurses find themselves working with an increasingly diverse patient population, with both language or cultural barriers that make patient education even harder.

**Make Patient
Education Easy.
Learn More.**



2

HAPPY NURSES LEAD TO HEALTHY PATIENTS

Patient health education has never been more important as hospitals are working to:

- Engage patients in their care in ways that improve their health literacy
- Reduce the likelihood for patient readmission
- Help prepare patients for recovery at home

Nurses are often short staffed, overworked, and juggling numerous non-clinical tasks on top of caring for and educating their patients. The demands on nurses have led to widespread job dissatisfaction; nurse turnover is one of the highest among all industries.

Retaining a happy, satisfied nursing team is critical in the success of an excellent patient care experience.

Studies show that the happiness and well-being of a hospital's nurses positively impact its patients. In hospitals clamoring to recruit nurses to fulfill vacancies, the patients are the ones that tend to suffer. In fact, the higher the nurse-to-patient ratio a hospital has, the lower the mortality rate.

A key to improving nurse satisfaction lies in improving how nurses work -- automating and streamlining workflows that save steps in processes and reduce time wasters. In addition, hospitals must find ways to minimize the non-clinical tasks placed on nurses that add to their workload while taking valuable time away from direct patient care and education. Relying on traditional models for patient education is no longer the solution; it's time to look at a new way of educating our patients.

**Improve Nurse Satisfaction.
Learn More**



3

THE NEW NORMAL: INTERACTIVE PATIENT EDUCATION

We live in a digital, interactive world in which we expect access to entertaining, engaging content at our fingertips. The patient experience is no different. If hospitals want to fully engage patients, improve outcomes, and make it easier for nurses to provide the highest levels of patient care, they must begin to incorporate an interactive education model. Hospitals must deliver their health education in ways the patient

has become accustomed to receiving information: interactive, digital, easy, and accessible 24/7 on demand.

A Beryl Institute study found that interactive technology increased patient satisfaction by 42% and led to better patient communication. An interactive system like **Allen's E3 Patient Engagement Solution** enables a hospital to pre-select education so that nurses won't have that responsibility. Rather than spending time searching for appropriate content for each patient, the nurse has more availability to focus on bedside care.

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Allen Technologies**

In addition to pre-selected content such as fall prevention and handwashing videos, nurses can assign individual patients' education specific to their condition and medications – all directly through the same system they work in daily. The system will automatically note when a patient completes those in the patient's electronic health record with no nurse intervention needed. The EMR integration automates the assignment of education using DRG or ICD-10 codes. During rounds, nurses can reinforce learning and answer questions to use their valuable bedside time more effectively.

Interactive technology, like Allen's E3, also takes the nurse out of routine, non-clinical patient requests. As a result, things like a patient's request for a blanket, or a snack, can now be done by the patient using the E3 system on their hospital TV and sent directly to the appropriate department to handle. In a recent study, **one Allen hospital saved 8,700 staff hours** simply by automating room dining orders through E3.

**Improve Hospital
Outcomes with Allen**





Allen Technologies' E3 Client Results:

↑ 15% ↑

Increase in Care Transitions

*actual results from individual Allen clients.

↑ 15% ↑

**Improvement in Medication
Communication Rating**

*actual results from individual Allen clients

↑ 13% ↑

**Increase in Nurse
Communication Rating**

*actual results from individual Allen clients

↑ 9% ↑

**Improvement in Discharge
Readiness Rating**

*actual results from individual Allen clients



Interactive Patient Engagement:

Happy Nurses = Healthy Patients = Happy Patients

The impact of interactive patient engagement is nothing short of impressive. Hospitals that have implemented Allen E3 are far exceeding national averages for improvements in nurse communication, medication communication, discharge readiness, and more. According to The Beryl Institute studies, 69% of consumers believe a good experience contributes to their healing/good health outcomes.

Streamlining the patient education process helps nurses work more efficiently and adds bedside care time back into their day. Doing so lets them focus on what they do best -- delivering an exceptional patient care experience. With interactive technology like Allen E3, changing the patient experience and improving patient outcomes doesn't have to be hard.



If you are looking for better educated patients, happier nurses and improved outcomes, Allen E3 can help. Contact us and start improving HCAHPS today.

Contact Allen Today



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Sources:

[RN Journal](#) | [Medical Daily](#) | [Allen Dining Menu Case Study](#) | [The Beryl Institute](#)