

JCAHO Patient and Family Education (PFE-2000) Standards**JCAHO Patient and Family Education (PFE) 2000 Standards**

- PF.1** The patient's learning needs, abilities, preferences, and readiness to learn are assessed.
- PF.1.1** The assessment considers cultural and religious practices, emotional barriers, desire and motivation to learn, physical and cognitive limitations, language barriers, and the financial implication of care choices.
- PF.1.2** When called for by the age of the patient and the length of stay, the hospital assesses and provides for patient's academic education needs.
- PF.1.3** Patients are educated about the safe and effective use of medication, according to law and their needs.
- PF.1.4** Patients are educated about the safe and effective use of medical equipment.
- PF.1.5** Patients are educated about potential drug-food interactions, and provide counseling on nutrition and modified diets.
- PF.1.6** Patient are educated about rehabilitation techniques to help them adapt or function more independently in their environment.
- PF.1.7** Patients are taught that pain management is a part of treatment.*
- PF.1.8** Patients are informed about access to additional resources in the community.
- PF.1.9** Patients are informed about when and how to obtain and further treatment the patient may need.
- PF.1.10** The hospital makes clear to patients and families what their responsibilities are regarding the patient's ongoing health care needs, and gives them the knowledge and skills they need to carry out their responsibilities.
- PF.1.11** With due regard for privacy, the hospital teaches and helps patients maintain good standards for personal hygiene and grooming, including bathing, brushing teeth, caring for hair and nails, and using the toilet.
- PF.2** Patient Education is interactive
- PF.3** When the hospital gives discharge instructions to the patient or family, it also provides the instructions to the organization or individual responsible for the patient's continuing care.
- PF.4** The Hospital plans, supports, and coordinates activities and resources for patient and family education.
- PF.4.1** The hospital identifies and provides the educational resources required to achieve its educational objectives.
- PF.4.2** The patient and family educational process is collaborative and interdisciplinary, as appropriate to the plan of care.