

PE6 Identify the learning needs of patients and carers to enable management of a defined condition

OVERVIEW

This standard relates to the completion of an initial assessment of actual and potential needs for improvement in knowledge, understanding and skills of patients, carers and families in relation to management of a defined health condition. This will include use of a range of techniques for researching and gathering information. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

1. how to identify and prioritise the learning needs of individuals
2. how education can enable individuals to improve their health, well-being and management of a defined health condition
3. existing structures, systems and methods for providing patient education, their capabilities and limitations
4. how to propose changes in existing structures, systems and methods to improve patient education
5. how to identify, use and evaluate criteria for success
6. how to choose and use appropriate tools and techniques for identifying learning needs

7. factors that could influence the selection of methods of learning for individuals
8. the specific condition(s) that has been diagnosed for individuals and groups including its effects on health, lifestyle, expectations and needs for care support
9. requirements for medication, aids, support or other facilities related to the individual's condition
10. the range, type and likely effectiveness of aids, support groups and interventions to assist the individual in managing their condition
11. the knowledge and skills required by individuals to ensure their effective self-management of their condition
12. the difference between misinformation and alternative views of practice
13. holistic concepts and approaches to health and social well-being
14. the ethical, legislative and regulatory guidelines and codes of practice applicable to the clinical area or defined condition
15. the key theories of learning and development and their application in a healthcare context

- 16.individual learning styles and the factors influencing effective learning
- 17.methods of evaluating learning and development against a range of criteria

PERFORMANCE CRITERIA

You must be able to do the following:

- 1.review patient notes, history and supporting information prior to meeting with individuals, and determine the possible needs for information and support, and options available to assist them
- 2.arrange time and location to discuss and explore individual's needs which is suitable for their personal context and the topic to be discussed
- 3.introduce yourself to individuals and explain your role in their health care
- 4.use appropriate tools and techniques to identify the specific needs of individuals
- 5.communicate with individuals with sensitivity and respect for their level of knowledge, experience and understanding
- 6.identify the concerns and priorities of individuals and discuss options with a realistic view of associated opportunities and constraints
- 7.protect the confidentiality and dignity of individuals at all times
- 8.work within ethical, legislative and regulatory guidelines and codes of practice
- 9.agree specific learning, development and support needs of individuals, balancing needs of patients with those of their carers and families
- 10.agree next action and confirm individual's understanding of next steps and expectations of their participation
- 11.record agreements and actions accurately, in agreed format and ensure that information is passed to correct people for next steps to be taken

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: G1 Learning and Development