

# Homeward Bound Centralizing Patient Education

Debra Hardy, MSN, RN, NPE-C

## BACKGROUND

Homeward Bound is a patient education program that was developed in response to the challenge of providing quality, consistent education to families of children with complex medical conditions in a timely manner. Changes in staffing models which required higher nurse patient ratios made finding dedicated time to educate families in all of the aspects of their child's care very difficult. Education was provided at the bedside and was often segmented and passed from one nurse to the next, making consistency difficult. Due to time constraints, education was often left to the day of discharge and then hurriedly delivered as the family was preparing to leave the hospital. This left no time to reinforce concepts taught and did not promote an atmosphere that allowed parents to ask questions.

## METHODS

The challenge of providing consistent quality patient education was identified by nurses and physicians and a meeting was called to brainstorm potential approaches to the problem. Key stakeholders including providers, bedside nurses from acute and intensive care areas, nursing leadership, nursing education, case managers, respiratory therapy, pharmacy, child life and the Family Resource Center met to develop an approach to the problem. CPR, Tracheostomy Care, G-tube Care and Discharge after Cardiac Surgery were identified as areas that had the highest need for consistent education. The class format was developed by nurse educators and vetted with providers and bedside nurses. Classroom space was provided in the Family Resource Center. A class schedule was developed based on the potential needs identified by the different service providers. Nurses refer families to the classes needed. Families receive comprehensive education related to the identified topic and receive a booklet during class which identifies objectives for the class as well as objectives for the families to practice at the bedside. Once the initial teaching is complete, the bedside nurse can then reinforce teaching at the bedside during the routine care of the patient.

## HOMeward BOUND Weekly Class Schedule



### MONDAY

10:00 a.m. NG Feeding Tube Care  
12:00 p.m. Understanding Your Child's Heart Medications  
12:30 p.m. Homeward Bound after Heart Surgery  
1:00 p.m. CPR  
2:30 p.m. G-Tube Care

### WEDNESDAY

9:00 a.m. Traveling Safely in the Car  
12:00 p.m. Understanding Your Child's Heart Medications  
12:30 p.m. Homeward Bound after Heart Surgery  
1:00 p.m. CPR  
2:30 p.m. G-Tube Care

### THURSDAY

9:00 a.m. CPR  
10:00 a.m. Tracheostomy Care 1  
2:00 p.m. CPR (Spanish only)

### FRIDAY

10:00 a.m. Tracheostomy Care 2  
12:00 p.m. Understanding Your Child's Heart Medications  
12:30 p.m. Homeward Bound after Heart Surgery  
1:00 p.m. CPR  
2:30 p.m. G-Tube Care

Central line classes are scheduled as needed.  
Nurses can register families on the Homeward Bound registration site.

### Class location:

Junior League Family Resource Center  
Located on the second floor near the Doctor's Office Tower elevators

## RESULTS

### Homeward Bound Class Participation in 2017

Class	Number of participants
CPR	1022
Cardiac Discharge	405
Gtube Care	351
NG tube Care	150
Cardiac Medication	140
Car Seat	55
Tracheostomy	55
Central Line	34

### Classes Offered for Non-English Speaking Families in 2017

Languages	Number of participants
Spanish	61
Arabic	6
Lao	2
Kirundi	2
Burmese	2
Chua	2
Nepali	1
Gujarati	1
Russian	1
Swahili	1
Somali	1

## CONCLUSIONS

Homeward Bound has provided a method of consistent quality patient education for families with children that have complex medical needs. Parents are able to receive the needed education in a quiet atmosphere that allows them to practice skills with manikins before performing the skills with their child. This decreases their anxiety and allows them to ask questions with interruptions. This program has also provided much needed support to the bedside nurses. They know the patient has received thorough training in the skills needed. Education is also more consistent due to the format of the classes. Last year the Homeward Bound Program provided over 2200 patient education hours for families.



## REFERENCES

- Nurse as Educator: Principles of Teaching and Learning for Nursing Practice, Third Edition. Bastable, Susan B. Boston: Jones & Bartlett Publishers;2009. ISBN-10: 076378964X ISBN-13: 978-0763789640
- Health Promotion Strategies Through the Life Span: Eighth edition. By: Ruth Beckmann Murray, et.al. New Jersey: Pearson Prentice Hall;2009. ISBN-10: 0135138663 ISBN-13: 978-0135138663
- Effective Patient Education: A Guide to Increased Adherence, 4th edition. By: Donna R. Falvo. Boston; Jones and Bartlett Publishers;2011.ISBN-10: 0763766259 ISBN-13: 978-0763766252