

## EP4

Provide one example, with supporting evidence, of nurse(s) collaborating with patient(s), families, or both, to influence change in the organization.

### Example: Nurses Partner with Patients and Families to Update Patient Education Tool

#### Background/Issue

When evaluating the effectiveness of current practices and looking for opportunities to reduce patient falls, Kaytlin Atwood, MSN, APRN, AGCNS-BC, MEDSURG-BC, Medical-Surgical Clinical Nurse Specialist, questioned the efficacy of strategies in patient education related to medications. Atwood and Brigit Piercy, MHA, BSN, NE-BC, RN-BC, Nursing Director of Adult Acute Care, conducted targeted rounds on patients receiving new medications, using the organization's standardized patient education tool. They used the teach-back method after providing the education, but the results indicated that patients did not correlate the side effects of their medications with an increased risk of falls. Based on this finding, Atwood identified a gap in the patient education process. Atwood therefore engaged Dianna Knight, DNP, RN, NEA-BC, Executive Director of Patient and Family Experience and Medical/Surgical Nursing, on March 3, 2023, to consider an improvement initiative.

Knight facilitated the creation of an interdisciplinary team of experts from the Pharmacy and Marketing departments on March 14, 2022. In April 2022, Marketing developed four icons, referred to as "falls guys." Pharmacy identified appropriate medication classes in which to use the new icon. ([Evidence EP4-1, Email Communications, April 2022](#))

#### Nurses' Collaboration with Patients and Families

The WakeMed Patient and Family Advisory Council (PFAC) consists of current and past patients and family members who collaborate with WakeMed colleagues on improvement initiatives. On June 2, 2022, Knight reviewed a PowerPoint with the PFAC members through a videoconference to share information on WakeMed's patient fall rates, communication about medications, and educational materials, and to request to collaborate in selecting which "falls guy" icon would be most effective. ([Evidence EP4-2, Presentation to PFAC, June 2022](#)) The PFAC identified their preferred icon and suggested some changes to the image; these included removing the image of water under the fall guy and keeping the image in a yellow triangle. The PFAC also recommended adding the word "falls" under the icon to make it consistent with other icons. The PFAC selected the icon and color scheme, which were then added to the WakeMed standardized education tool. ([Evidence EP4-3, Patient Family Meeting Minutes, June 2022](#))

#### Change in Organization

Once an icon was selected, the WakeMed Marketing team applied the final additions and added it to the tool. To advertise the upcoming changes, Knight, Atwood, and Emily Beck, BSN, RN-BC, Manager of Patient and Family Engagement, presented the recent PFAC collaboration, feedback, and background information to nursing leadership and

shared decision-making committees for approval on June 22, 2022. ([Evidence EP4-4, Presentation for Approval, June 2022](#)) The addition of the “falls guy” icon was approved and implemented throughout the WakeMed system in October 2022. ([Evidence EP4-5, Announcement, October 2022](#))