

# Best Practices for Verbal Patient Education in Wound Care and HBOT

	Understand the learner	Deliver patient-centered education	Enhance comprehension	Communicate clearly & effectively	Address literacy & cultural competence
<b>1. Preparing for Teaching and Learning</b> 	Ask "What do you already know about your condition?"	Talk to - NOT AT - people	Use a question list so that patients can ask questions and providers can answer them	Practice these new communication strategies and incorporate into routine	Ask patients, "Do you need help understanding your condition/ treatment?"
<b>2. Applying Good Teaching Methods</b> 	Be aware of non-verbal messages when delivering verbal education (e.g. body language)	Practice empathetic skills, especially when opinions are different	Repeat the most important information several times	Present most important information first. Focus on one item at a time	Supplement with written and visual aids (e.g., <a href="#">WoundReference Custom Brochures</a> )
<b>3. Overcoming Barriers to Learning</b> 	Assess signs of poor literacy or understanding (e.g. patient asks same questions, provides irrelevant answers)	Use metaphors comparing the patient's care to their life situation	Ask patients to repeat information in their own words	Use language that is easy to understand (5th grade level)	Use an interpreter if needed Avoid using technical jargons
<b>4. Interacting while Teaching</b> 	Interact with family members and caregivers and assess need to educate them	Pay attention to the patient's concerns and fears. Try to address them	Provide information in several different ways (verbal, written, visual, etc)	Give patients time to speak and ask questions	Use scripted tools to guide education (e.g. <a href="#">WoundReference Patient Education Handouts</a> )
<b>5. Assessing Effectiveness of Teaching</b> 	Assess if the patient has the capacity to be aware when he/ she does not understand what is being taught	Ask patients to share their goals of medical care (e.g., alleviate pain, decrease exudate, etc)	Use the teach-back method (i.e., patients 'teach back' what they learned)	Audio/ videos/ written instructions can help patients recall information	Do not ask patients "Do you understand?", as they may say "yes" even if they don't