

## SFHPE8

Enable individuals to manage their defined health condition



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### Overview

This standard relates to the delivery of learning to individuals to improve their knowledge, understanding and skill and thus assist with effective management of their health condition. This includes individual patients, carers or family members who need to develop skills that assist with movement and handling of patients, use of medication or assistive devices, or need to improve knowledge to maximise the health and well-being of those with a diagnosed health condition.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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#### Performance criteria

- You must be able to:*
- P1 confirm the learning needs of individuals and the priority and urgency of addressing these needs taking full account of the patient's perspective and wishes
  - P2 arrange a time and location to provide learning support which meets the urgency of the situation, the needs of the individuals concerned, and ensure the safety and security during the learning activity
  - P3 prepare relevant materials and aids prior to the agreed learning event/activity
  - P4 confirm the purpose and objectives of the learning event with individuals
  - P5 ensure that distractions, interruptions and disruptions are avoided
  - P6 demonstrate appropriate skills to individuals, using correct equipment, devices or aids, and using language that facilitates understanding
  - P7 ensure that individuals can clearly see demonstrations with particular emphasis on issues affecting safety and security
  - P8 work at a pace and in language which meets individual's learning style
  - P9 encourage questions and clarify understanding with patience and sensitivity
  - P10 give learners sufficient opportunities to practise skills and develop confidence, giving positive feedback during their practice attempts
  - P11 review relevant information and guidance documentation, checking individual understanding and reinforcing learning
  - P12 explain clinical, medical or complex terms in language and terms which can be understood by individuals
  - P13 identify barriers to learning and take action to address these in a positive and constructive manner
  - P14 check individual's understanding, skills and level of confidence and ensure they have sufficient access to further support as needed
  - P15 record outcomes of learning and next action agreed

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#### Knowledge and understanding

*You need to know and understand:*

- K1 how to identify and prioritise the factors that influence learning and development
- K2 how education can enable individuals to improve their health, well-being and management of a defined health condition
- K3 existing structures, systems and methods for providing patient education, their capabilities and limitations
- K4 how to propose changes in existing structures, systems and methods to improve patient education
- K5 how to identify, use and evaluate criteria for success
- K6 how to communicate effectively with individuals in ways which meet their individual needs
- K7 how to prepare, structure and deliver demonstrations which maximise the learning of individuals
- K8 the type of learning which can best be address by demonstration
- K9 how to put learners at their ease and encourage them to take part in a learning activity
- K10 how to order information to maximise learning
- K11 how to present information in language, style and format to meet the needs of different learners
- K12 the specific condition(s) that has been diagnosed for individuals and groups including its effects on health, lifestyle, expectations and needs for care support
- K13 requirements for medication, aids, support or other facilities related to the individual's condition
- K14 the range, type and likely effectiveness of aids, support groups and interventions to assist the individual in managing their condition
- K15 the knowledge and skills required by individuals to ensure their effective self-management of their condition
- K16 the difference between misinformation and alternative views of practice
- K17 holistic concepts and approaches to health and social well-being
- K18 use of aids and devices related to the individuals health condition
- K19 the key theories of learning and development and their application in a healthcare context
- K20 individual learning styles and the factors influencing effective learning
- K21 methods of evaluating learning and development against a range of criteria

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### Additional Information

#### External links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: G1 Learning and Development

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**Suite** Patient Education

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