

Patient and Family Engagement and Education (PFEE)

Course Synopsis:

Participants will be able to demonstrate application of principles of teaching and engagement during their interactions with patients and their families.

Course Information:

Time: Day 1 : 8.30am to 5.30pm

Day 2 : 8.30am to 12.30pm

Venue: KTPH & YCH Learning Centre

(Exact venue will be announced in the confirmation email)



To register, please email Ms. Edna Ho See Hui / Ms. Lee Wen Yen at ho.see.hui@nhghealth.com.sg / lee.wen.yen@nhghealth.com.sg

Note: CPE points will only be awarded to participants who achieve minimum 75% class attendance and successfully complete the course (pass all assessments if applicable).

Course Objectives:

- Discuss the concepts of patient and family engagement.
- Discuss the methods for delivering patient and family engagement.
- Demonstrate a set of skills for delivering patient and family engagement.
- Discuss the concept of patient and family education.
- Demonstrate a set of skills to assess, plan, deliver and evaluate teaching of patients and their families.

Course Content:

- Life journeys of patient and their family.
- Meaning and impact of patient and family engagement on care delivery and nurses.
- Components of YH Patient and Family Engagement Framework.
- Language of caring communication.
- Components of person-centric patient and family education.
- Application of Transtheoretical Model of Change to patient/family education.
- Process, techniques for strategies and documentation for patient/family education.
- Know-hows on how to educate a patient on a new knowledge/skill/technique and one that has compromised lifestyle issues.