Standardize patient education on admission to enhance patient safety
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Introduction
Patient admission involves many procedures and one of them is to give orientation to patient and their relatives. Orientation includes providing education on general information and ward rules. Contents can vary from different nursing staff. Due to the bulky content, some important information may be missed especially on junior nursing staff. Inadequate or missing information may harm to the safety of patient and interfere ward routine and environment.

Objectives
☐ Standardize the education content during admission orientation.  ☐ Reduce the chance of important information missing during orientation.  ☐ Facilitate nursing staff to provide more comprehensive education.

Methodology
☐ Orientation in 12 admission cases were observed to find out which aspects of general information were usually missed.  ☐ Design a new one-sheet orientation information leaflet with highlighted wordings and eye-catching graphics which include the important, essential and easily missed information.  ☐ Nursing staff follow the content of leaflet to provide education before giving to patients and relatives.  ☐ New leaflet was introduced to 18 nurses, 15 have working experience ≥ 5 years and 3 have 1-4 years working experience.  ☐ Obtain result through observation of using new leaflet and feedback from staff was applied.

Result
- Admission orientation should include the following important items: (1)location of facilities, (2)ward rules (no smoking in hospital area, no eating and drinking of visitor in ward, no charging of own electronic item), (3)child abduction prevention, (4)infection control,(5) fall precaution,(6) meal arrangement, (7)cautions of self-belongings, (8)drug administration arrangement and (9)visiting hours. The first
three items were found to be the most usually missing items before implement new leaflet (83%, 58% and 50% respectively). - Incident of missing important information diminished. 10 nurses were observed of using new leaflet. 8 nurses (80%) could completely educate the important items inside leaflet and 2 nurses (20%) from both nursing group missed one item on ‘no eating and drinking of visitor’ and ‘cautions of self-belongings’. - All 18 nurses agree that the new leaflet facilitate them to provide comprehensive education especially benefit on junior staff. Competency of providing admission education on new staff improved. - Comment from patient and relatives were positive which they could more familiar with the ward routine and facilities and capture the information by a one-sheet leaflet.