

# PATIENT AND FAMILY EDUCATION AND ADVOCACY

## CHAPTER OBJECTIVES

1. Explain how to assess knowledge of patient care and teach patient-care skills.
2. Explain how to assess knowledge and teach patients and caregivers about end-stage disease progression.
3. Explain how to assess knowledge and teach patients and caregivers about pain and symptom management.
4. Explain how to assess knowledge and teach patients and caregivers about medication management.
5. Explain how to assess knowledge and teach patients and caregivers about disposal of supplies.
6. Explain how to assess knowledge and teach patients and caregivers about the signs and symptoms of imminent death.

**Key Terms:** disposal of supplies, end-stage disease progression, medication management, medication reconciliation, pain and symptom management, patient-care skills, signs and symptoms of imminent death

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## CHAPTER SUMMARY

Patient and family education is an essential part of delivering quality care (Institute of Medicine 2013). Education is an integral part of the work that advanced practice registered nurses, physicians, registered nurses, chaplains, social workers, and counselors do with patients and families. This chapter provides palliative care and hospice professionals with specific, actionable strategies for teaching patients and families (including but not limited to those who are LGBTQ) about patient care, end-stage disease progression, **pain and symptom management**, medication management, the **disposal of supplies**, and **signs and symptoms of imminent death**.