DRAFT - Health Education Needs Assessment for Families

Boston Children’s Hospital would like to understand what information would be most helpful to you and your family about your child’s health. We call this “health education.” By taking this survey, you will help us to find out how to best teach you about your child’s health and how to care for your child at home. Your answers are kept private. If you have any questions or concerns, please e-mail Kristin Ereksen, Health Education Project Manager & Editor at Boston Children’s Hospital, at kristin.ereksen@childrens.harvard.edu.

Thank you!

Basic Information about Your Child’s Visit

1. What was the reason for your hospital visit or stay today?
   - New health condition or concern (example: rash or cough)
   - Chronic (long term) health condition (example: cystic fibrosis or diabetes)
   - Routine appointment (example: yearly physical)

2. Please tell us what clinic your child visited or the inpatient floor your child stayed on today.
   - Clinic (example: Orthopedic or Dentistry):
   - Inpatient floor (example: 8 East, 6 North):

Your Health Education Needs (information most helpful to you about your child’s health)

3. In regards to patient and family health education, please check what you are most interested in learning about. Check all that apply.
   - Information about my child’s condition or disease
   - Home care instructions for my child’s condition or disease
   - How to prepare for a procedure or test
   - Resources, such as community or social supports, for my family and me
   - Information about how to talk with family or friends about my child’s health condition or concern
   - Other (please share):

4. What are the ways in which you like to learn new information, specifically about your child’s health condition or concern? Check all that apply.
   - Hands-on teaching (example: classes on how to care for a tracheostomy)
   - Instructional videos
   - Pictures/drawings (example: pictures showing how to use an inhaler)
   - Verbal instructions (example: talking with doctor)
   - Written instructions (example: handouts or brochures)
   - Mobile applications for iPhone or Android

5. Please share what parts of caring for your child when he or she is not healthy are the hardest for you.

Understanding Health Education at Your Child’s Visit

6. After teaching you how to care for your child’s current health needs, did your doctor or nurse ask you to repeat back the instructions to make sure you understood them (this method is called teach-back)?
   - Yes
   - No
   - Not sure
7. If you answered YES to question #6, how helpful was the teach-back experience in helping you to learn about your child’s health condition or concern and the care he or she needs?
   □ Very helpful
   □ Helpful
   □ Not helpful at all

8. Did your doctor or nurse give you a Family Education Sheet during your child’s visit? This sheet could be about your child’s health condition or concern, a procedure or test, home care instructions, etc.
   □ Yes
   □ No

9. If you answered YES to question #8, what was the name of the Family Education Sheet?
   □ Please share the name of the sheet:
   □ Do not remember the name of the sheet

10. If you answered YES to question #8, how helpful was this Family Education Sheet?
    □ Very helpful
    □ Helpful
    □ Not helpful at all
    □ I did not read the Family Education Sheet

11. Now that you are going home, how confident do you feel about being able to care for your child with the instructions given to you by your child’s health care team?
    □ Very confident
    □ Confident
    □ Not confident

12. What could your child’s health care team have done differently to help you feel more confident about caring for your child’s health condition or concern at home? Check all that apply.
    □ Explain health information in easier-to-understand terms
    □ Give written health information to take home
    □ Ask me about what I wanted to learn
    □ Ask me at the end of the visit if I had any more questions
    □ Other (please share):

Ideas to Improve Health Education at Boston Children’s

13. Please share any ideas you have to improve patient and family health education at Boston Children’s: