



Incontinence  
**Solutions**



**Know How.**  
**Educate Family**  
**and Resident.**

Documents and forms provided here are available through the online Continence Management Program. Enrolled members, please log on to print forms, access tools and view additional educational courses and materials.



# Educate the Family.

## Arrange a Family Night Meeting

Life changes can occur at the most unexpected times, in the most unexpected ways. When a new resident enters your facility, often they are scared and unsure of what their life will be like in your facility. And while you and your staff are working very hard to make the resident feel welcome and safe, it is important to do the same for your resident's friends and family members. When the resident is incontinent, it can further complicate things as incontinence can often stir up a mixture of conflicting emotions.

Hosting a family night is a great way to engage friends, family and loved ones to help them deal with the life and health changes that they and their loved one may be experiencing. Arranging a family night provides a great opportunity to educate residents' family members and friends about incontinence and absorbent product options.

**To help ensure a successful meeting, be sure to utilize the tools that Medline has available and take the following steps:**

1. Contact your Medline sales representative and ask him/her for several of the FAMILY NIGHT posters and 25 Understanding Incontinence pamphlets.
2. Ask your Medline sales representative if they can attend the meeting(s) to discuss the Medline incontinence products you are using in your facility.

**Once you have received your posters:**

3. Fill out and hang your posters in well-lit areas where friends and family members often congregate when visiting. Be sure to hang them up 2 to 4 weeks in advance to ensure a good turnout.



Poster

**If your Medline sales representative is attending the meetings with you, be sure to contact him/her the week before to:**

4. Re-confirm dates and times.
5. Review talking points.

**The day of the Family Night Meeting:**

6. Be sure to gather samples of the products you use in your facility.
7. Be sure to grab the CNA toolkit so you can show the family members the tools you use to ensure their loved one is in the correct product.
8. If you are serving refreshments, make sure you have cups, tables and chairs for everyone to sit and relax.
9. Make sure there is someone at the entrance of your facility to greet and guide everyone to the meeting area.
10. **GET STARTED!**

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## Here is one example of a FAMILY NIGHT script:

Thank you so much for coming here this evening. Nothing means more to us than caring for your loved one. Tonight we are going to talk about incontinence. Feel free to ask questions along the way. We will also leave time at the end to address any additional questions, comments or concerns.

Continence is the ability to control urine comfortably and to void in an appropriate place. Incontinence is the involuntary loss of urine. If you have noticed that your loved one is wearing a disposable incontinence care product, it is because they have some type of incontinence issue.

Here at **(YOUR FACILITY'S NAME HERE)** we promote individualized care and are committed to a coordinated and comprehensive nursing care plan that encompasses the values, needs, strengths and desires of your loved one.

A nursing care plan outlines the nursing care to be provided. It outlines a set of actions that all of our care staff will perform routinely to ensure your loved one receives the very best care while in our facility.

When your loved one arrived, we screened and/or assessed them to determine what type of, if any, incontinence they had. These assessments help us plan how we are going to care for them. Our goal is to promote comfort, dignity and independence.

If your loved one is continent, an individualized plan of care to promote independence and dignity has been developed. If your loved one is incontinent now but has the potential to be continent again, an individualized training protocol has been developed.

Some of our residents may be unable to toilet independently but may benefit from a toileting schedule, so an individualized toileting routine has been developed for them. And for those who are incontinent and require disposable incontinence care products they have been assessed for product type and fit. Product type will depend on what kind of incontinence your loved one has.

There are several types and levels of incontinence and thankfully, there are also several types of disposable incontinence products to help manage them. If you open your **QUICK REFERENCE GUIDE** we can go through the various types in more detail. We have also gone through this guide with your loved one.

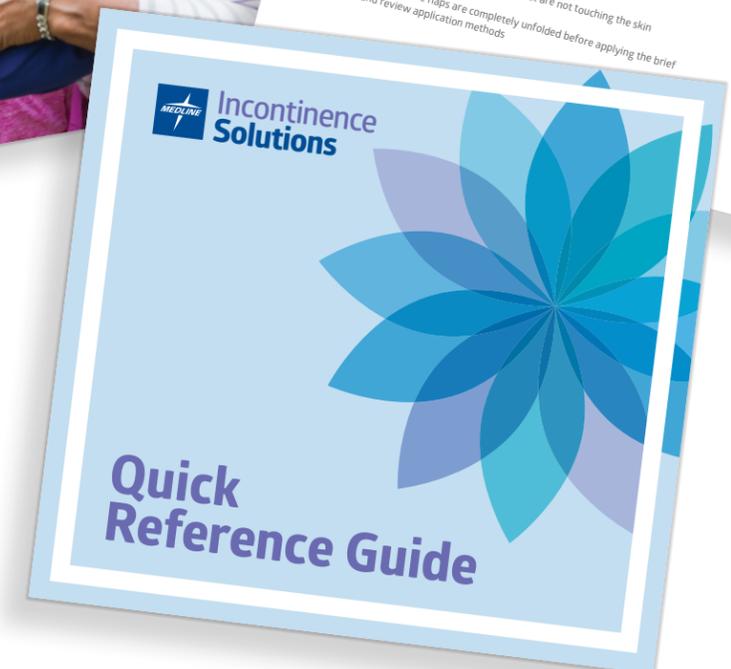
## Tips for Success!

The Family Night meeting is also a great time to talk about all of the things that you do to educate your staff on incontinence. Talk about all of the courses you have your CNAs take on Medline University, the educational tools that they use to ensure their loved one is in the appropriately sized product. Talk about how they are required to participate in on-going training and have to demonstrate what they have learned.



## Tips For Better Care.

- Leakage**
  - Make sure leg cuffs are placed snugly in the creases between the perineal area and the thighs
  - Ensure the appropriate product is being used
  - Confirm that the correct size is being used
  - Be sure the product is centered in the area of the leg elastics is facing outwards
  - Reduce usage of petrolatum moisture barriers
  - In males, ensure the penis is pointing downward
  - Evaluate absorbency by checking the change rate and consider a more absorbent product
- Skin Irritation**
  - Ensure the leg cuffs are placed snugly in the creases between the perineal area and the thighs
  - Ensure perineal care is being performed with each incontinent episode
  - Check that the product is the correct size
  - Ensure that the backsheet is facing outward
- Blisters**
  - If you observe blisters, do the following:
    - Check application
    - Ensure that the side flaps are completely unfolded before applying the brief
    - Check and review application methods



## Quick Reference Guide



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Solutions**



# Family Night

Come join us for a family night to discuss Incontinence Products. The Medline Representative will be on hand to give demonstrations on the new products and answer any questions you may have.

\_\_\_\_\_ Date

\_\_\_\_\_ Time

\_\_\_\_\_ Location

**Refreshments will be served.**



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# Leadership: Patient and Family Education

## Patient and Family Education

Patients and their families are just as much a part of the healthcare team as physicians, nurses, and other personnel who interact with the patient. Therefore, patient and family education is a vital component of effective health care. When a patient receives targeted clinical education about their care, they can be more involved with their own care and monitoring. With this increased awareness, patient safety and satisfaction are improved, and anxiety can be decreased. Patient and family education can also help improve patient compliance with instructions from their healthcare providers.<sup>1</sup>

Pressure ulcers are a serious problem, and many patients are at risk. In fact, over 70% of pressure ulcers occur in those 70 years and older.<sup>2</sup> Pressure ulcers are also costly to treat and heal. CMS estimates that the cost to treat a pressure ulcer is more than \$40,000.<sup>3</sup> It is important to inform patients about pressure ulcers and the steps that are being taken to help minimize their risk.

### Outcomes

Improved patient and family education can lead to improved outcomes in some unexpected places. A recent study funded by the Agency for Healthcare Research and Quality (AHRQ) showed that patients who received education were 30 percent less likely to be readmitted to the hospital.<sup>4</sup> Patient and family education has also been listed as a standard for accreditation by the Joint Commission.<sup>5</sup> Better outcomes for the patient mean better outcomes for the facility: This can result in cost savings, lower readmission rates, increased populations, and even improved facility image.

### Tools

This program provides your staff with the tools to improve communication and present education for the patient and family regarding pressure ulcers. We also provide a patient and family education pamphlet that explains what pressure ulcers are, how they form, risk factors, and some tips to help prevent them. This brochure encourages the patient to openly communicate any concerns to their healthcare providers.

### Talking To Patients About Their Care

Health literacy is defined as the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.<sup>6</sup> It is dependent on several factors, including the communication skills of both patient/resident and healthcare worker, culture, and knowledge of health topics. This means that patients/residents may not always understand the "clinical speak" of their care givers, which may affect how they follow treatment guidelines. When relaying prevention and treatment information to patients/residents, be sure to use simple and easy-to-understand terms; having patients/residents teach back the information they just heard is an effective way to ensure it was properly understood and offers opportunity to correct misunderstandings.

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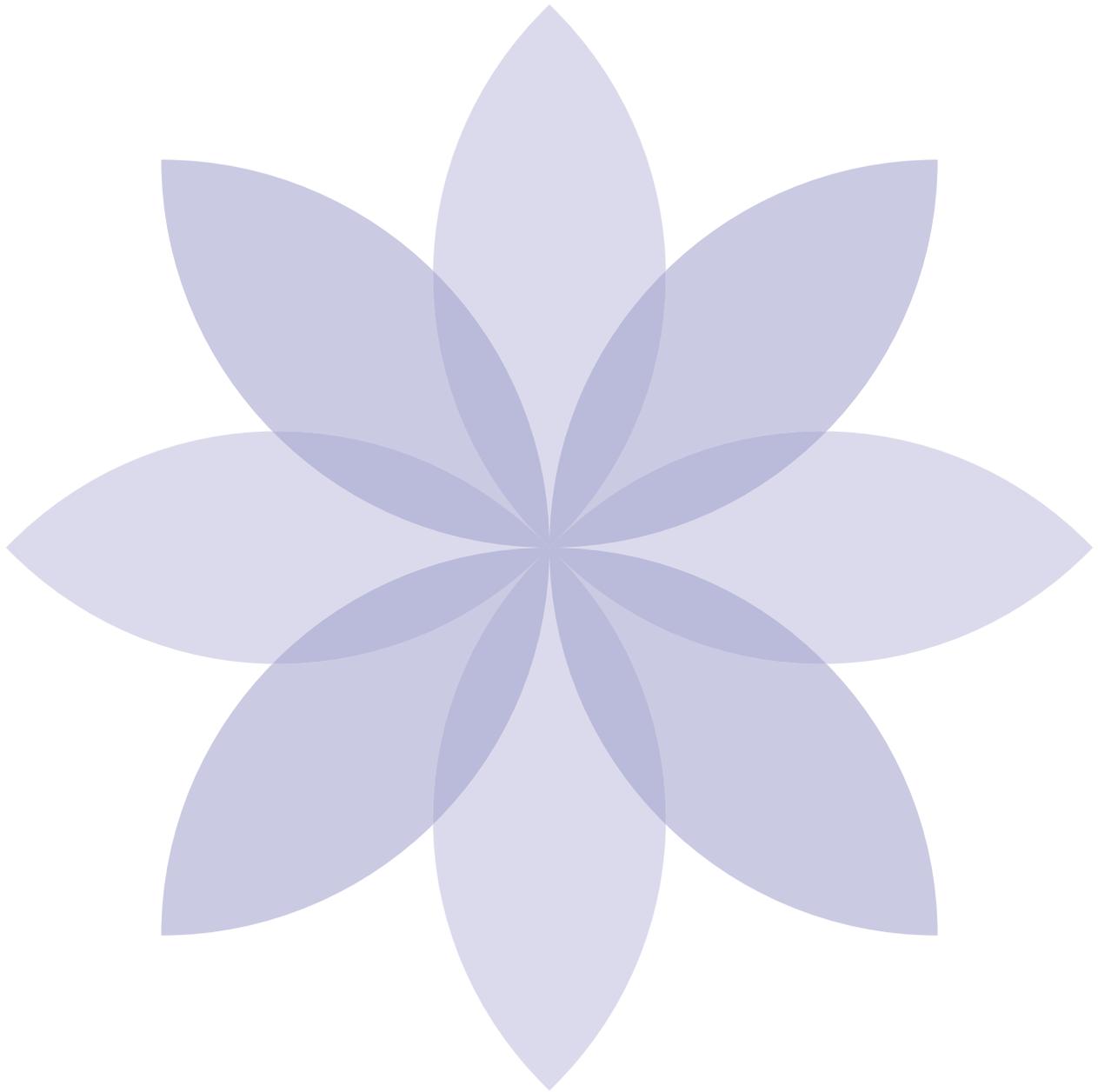
### Finding Time for Patient and Family Education

While the importance of patient and family education is clear, it can be difficult to fit into everyday nursing practice. This program reinforces for your nursing staff that every time they enter the patient's room, they have an opportunity to not just connect with the patient, but also to educate them on their care. It is important that you as an administrator foster a work environment that embraces patient and family education. If the staff knows that their leadership supports and encourages open communication with patients and their families, they will be more likely to take the extra time for education.<sup>2</sup>

### Patient and Family Education References

1. Basic Concepts of Patient Education. Available at: [http://www.jblearning.com/samples/0763755443/55447\\_ch01\\_dreeben.pdf](http://www.jblearning.com/samples/0763755443/55447_ch01_dreeben.pdf). Accessed April 24, 2014.
2. A national study of pressure ulcer prevalence and incidence in acute care hospitals. Abstract available at: <http://www.ncbi.nlm.nih.gov/pubmed/10896746>. Accessed May 8, 2014.
3. Medicare Program; Changes to the Hospital Inpatient Prospective Payment Systems and Fiscal Year 2009 Rates; Payments for Graduate Medical Education in Certain Emergency Situations; Changes to Disclosure of Physician Ownership in Hospitals and Physician Self-Referral Rules; Updates to the Long-Term Care Prospective Payment System; Updates to Certain IPPS-Excluded Hospitals; and Collection of Information Regarding Financial Relationships Between Hospitals. Available at: <https://www.federalregister.gov/articles/2008/08/19/E8-17914/medicare-program-changes-to-the-hospitalinpatient-prospective-payment-systems-and-fiscal-year-2009#h-44>. Accessed May 8, 2014.
4. Reducing Hospital Readmissions with Enhanced Patient Education. Available at: [https://www.bu.edu/fammed/projectred/publications/news/krames\\_dec\\_final.pdf](https://www.bu.edu/fammed/projectred/publications/news/krames_dec_final.pdf). Accessed April 24, 2014.
5. Patient/family education standards. Available at: <http://www.euromedinfo.eu/patient-family-education-standards.html/>. Accessed April 24, 2014.
6. Quick Guide to Health Literacy Fact Sheet. Available at: <http://www.health.gov/communication/literacy/quickguide/factsbasic.htm>. Accessed May 9, 2014.

Notes:



**Medline Industries, Inc.** 3 Three Lakes Drive, Northfield, IL 60093

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**Medline United States**  
1-800-MEDLINE (633-5463)  
medline.com | info@medline.com

**Medline Canada**  
1-800-396-6996  
medline.ca | canada@medline.com

**Medline México**  
01-800-831-0898  
medlinemexico.com | mexico@medline.com