

Education of the New Mother
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- Problem:** The practice problem addresses the use of overwhelming multiple handouts in meeting the mother's educational needs. The identified change was developing a single booklet to improve communication to patients while benefiting from the cost savings.
- Evidence:** The Performance Improvement Model of Plan, Do, Check, Act was used to obtain the evidence. The quality of education using multiple handouts and the cost of the multiple handouts was compared to the cost of a single handout.
- Strategy:** The strategy was to gain input from nurses, physicians, and previous new mothers in developing a single booklet. The nurse project leader gained necessary approvals for the single booklet's contents.
- Practice Change:** Caring for New Mother & Baby was approved for use starting in October, 2007. The booklet comes in English and Spanish. The practice change is a single and easy to read book that meets the mother's educational needs.
- Evaluation:** The first outcome measured is the improved dissemination and efficiency of patient education for the new mother. A telephone survey was conducted after the mother was discharged home for verification purposes. The second outcome is the cost savings for the unit. This measurement was done by evaluating the cost of multiple handouts versus the cost of the booklet.
- Results:** The project's first benefit is the mother's increased use of the booklet based on multiple handouts versus a single comprehensive booklet. The telephone survey revealed that 98% of discharged patients found the book to be a valuable resource. The second benefit has reflected a cost savings of \$2500 per year to the unit.
- Recommendations:** The practice recommendation is the elimination of multiple patient handouts. The lessons learned demonstrate that a single booklet is more effective and efficient for the new mother and the staff.

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