



(RESEARCH ARTICLE)



Enhancing patient family education: Strengthening practices through structured interventions and supervisory engagement

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Abstract

Effective Patient Family Education (PFE) serves as a cornerstone of quality healthcare, ensuring that patients and their families are not only well-informed but also actively engaged and confident in participating in the care process. Recognizing the pivotal role of education in improving patient outcomes, this initiative was undertaken to strengthen PFE practices within the hospital through a series of targeted and structured interventions.

The program introduced systematic PFE sessions at the time of admission, led by the team leader and charge nurse using a standardized PFE module to ensure consistency and clarity of communication. To maintain continuity, night-time PFE reinforcement was carried out through unannounced supervisory rounds, ensuring that education was not limited to day shifts alone. Furthermore, interactive teaching methods—such as visual aids, demonstrations, and question-and-answer sessions were incorporated to promote better engagement and retention of information among patients and their families.

As a result of these efforts, there was a notable improvement in patient and family satisfaction, comprehension of care plans, and adherence to treatment and safety protocols. The initiative not only enhanced communication between caregivers and families but also fostered a culture of shared responsibility, empowerment, and trust in the healthcare setting.

Keywords: Patient Family Education; PFE Module; Nursing Leadership; Night Supervisor Checks; Patient Engagement; Hospital Communication; Quality Nursing Practice

1. Introduction

Patient Family Education (PFE) plays a vital role in bridging the gap between clinical care and patient understanding. It empowers patients and their families by equipping them with essential knowledge about diagnoses, procedures, medication regimens, and self-care strategies, thereby fostering informed participation in the care process.

Despite its well-established importance, challenges often persist in ensuring consistent delivery and active engagement in PFE activities. Variations in communication styles, time constraints, and lack of structured approaches can hinder its effectiveness. Recognizing these challenges, the present initiative was undertaken to strengthen PFE practices through structured education sessions at the time of admission, reinforced supervisory monitoring to ensure continuity, and creative, interactive methods to enhance patient and family engagement.

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These focused interventions aimed to build a sustainable framework for patient-family education, ensuring that every patient and caregiver becomes an informed and empowered partner in the healing journey.

2. Literature survey

Structured PFE has consistently demonstrated positive outcomes in healthcare delivery. Evidence suggests that well-planned educational interventions enhance adherence to treatment regimens, alleviate patient and family anxiety, and contribute to reduced hospital readmission rates (Smith et al., 2018; Kumar and Rao, 2021).

Moreover, night-time educational interactions have shown potential benefits, as short and focused sessions during quiet hours can improve information retention and reinforce understanding (Chang et al., 2019). Supervisory oversight through unannounced checks ensures staff accountability and adherence to PFE protocols (Johnson and Patel, 2020). Additionally, the integration of interactive learning tools—such as quizzes, pictorial aids, and demonstrations—fosters engagement and satisfaction (Lee et al., 2017).

These findings emphasize the importance of structured, engaging, and continuously monitored PFE to drive quality care and positive health outcomes.

2.1. Problem definition

Despite having an established PFE module, variability existed in the timing, delivery, and quality of education, particularly during night shifts. The initiative therefore focused on:

- Ensuring consistent delivery of PFE at admission.
 - Strengthening night-time PFE practices.
 - Enhancing patient-family engagement through interactive education.
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3. Methodology

The initiative was implemented from April 2024 to July 2025. Key interventions included:

- Structured admission PFE sessions conducted by team leaders and charge nurses.
 - Night-time supervisory checks through unannounced visits.
 - Interactive activities such as short quizzes, pictorial games, and QandA sessions.
 - Monthly compliance audits and patient satisfaction indicators were monitored throughout the project duration.
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4. Results

Monthly tracking of PFE compliance and related indicators was carried out for 16 months. Patient-family feedback and supervisory audits indicated marked improvement in educational consistency and engagement.

Table 1 Monthly Trend Analysis of patient fall

Sr. No	Month	No. of Falls
1	Apr-24	6
2	May-24	0
3	Jun-24	3
4	Jul-24	2
5	Aug-24	6
6	Sep-24	5
7	Oct-24	5
8	Nov-24	1
9	Dec-24	2
10	Jan-25	4
11	Feb-25	2
12	Mar-25	3
13	Apr-25	1
14	May-25	3
15	Jun-25	0
16	Jul-25	2

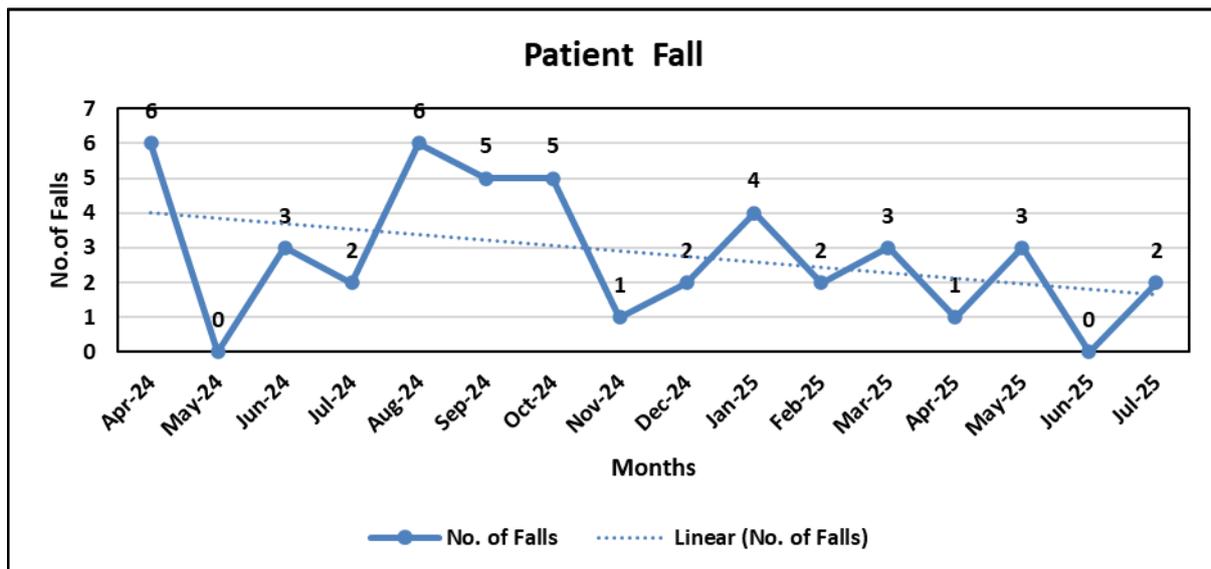


Figure 1 Graphical presentation on patient fall

4.1.1. Trend Analysis

The data revealed fluctuations with peaks in April and August 2024, followed by a decline in subsequent months. The introduction of supervisory checks and interactive learning correlated with improved and consistent outcomes.

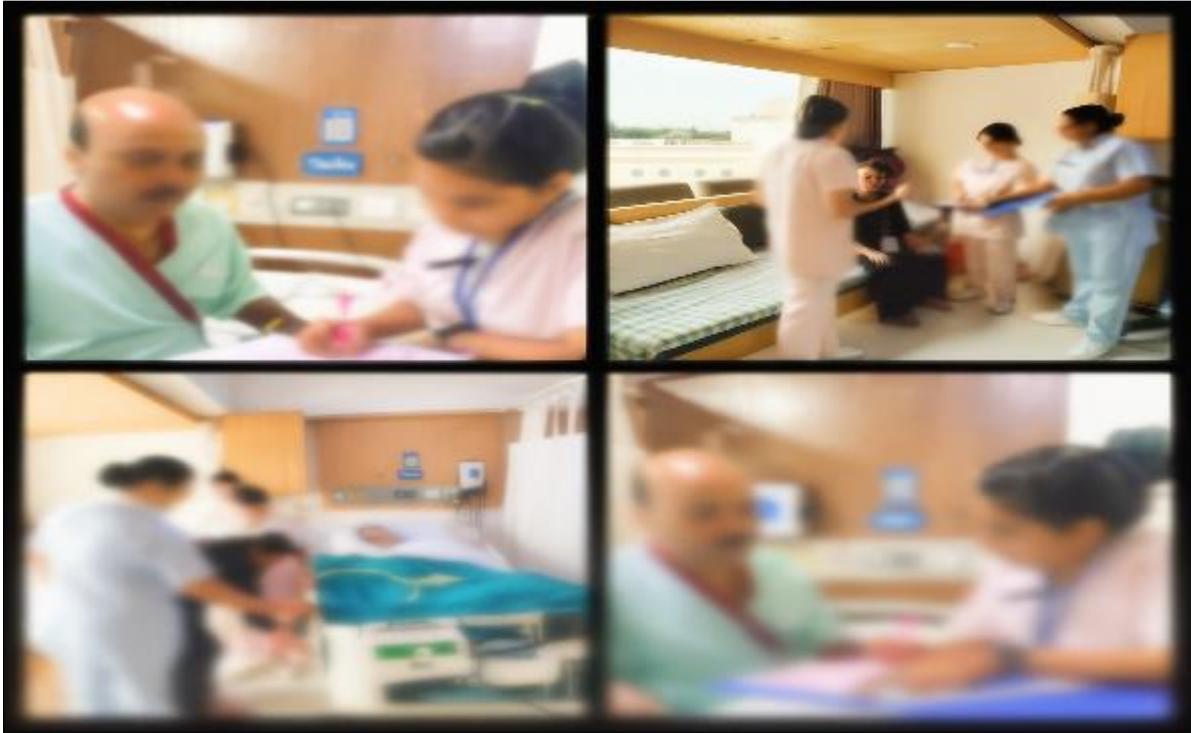


Figure 2 Glimpses of patient family education on Fall Prevention Measures by the Charge Nurse and Team Leaders



Figure 3 Glimpses of Charge Nurses briefing the staff nurse on importance of patient family education

5. Discussion

The structured admission education improved early understanding of hospital routines and processes. Night supervisory checks enhanced accountability and ensured compliance with established PFE standards. Incorporating fun and interactive learning strategies created a participatory environment that increased retention and satisfaction.

These outcomes demonstrate the importance of leadership-driven interventions and the role of structured oversight in embedding educational excellence within clinical practice.

6. Conclusion

The structured approach to PFE supported by supervisory engagement and interactive learning proved highly effective in strengthening both the delivery and the impact of patient and family education. It enhanced comprehension, participation, and satisfaction while fostering a collaborative culture of care.

Hospitals can adopt this model to ensure consistent, engaging, and patient-centred education, ultimately leading to safer and more informed care outcomes.

Compliance with ethical standards

Disclosure of conflict of interest

The authors declare no conflicts of interest

Statement of ethical approval

The present work does not involve human or animal experimental procedures.

Statement of informed consent

Informed consent was obtained from all individual participants included in the study.

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