



Lecture Code : DN01-S4

Session Name : Dialysis Nurse Course 1

Session Topic : Dialysis Nurse Course 1

Date & Time, Place : June 14 (Sun) / 08:30-10:30 / Room 1+2 (GBR 101+102), 1F

Development of Patient-Centered Educational Content for Hemodialysis Patients (환자중심 투석 교육 콘텐츠 개발)

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[Background & Objectives] With the continuous increase in the number of hemodialysis patients in Korea, providing effective education to improve treatment adherence and self-care performance has become increasingly crucial. However, conventional online resources are often overwhelming and lack reliability. Furthermore, variations in educational methods among nursing staff have led to patient confusion and increased nursing workloads. To address these challenges, this study aimed to develop patient-centered dialysis educational content that utilizes highly accessible media and standardizes the educational process for nurses. [Methods & Content Development] Surveys were conducted among patients and nurses to assess educational needs and media preferences. Based on the results, existing in-hospital materials were synthesized with expert-recommended content to ensure clinical reliability. The selected educational materials were converted into QR codes, organizing them on a single page for enhanced visual clarity. To eliminate gaps in education among nursing staff, a standardized protocol was established and distributed, categorized by the timeline (Day 1/Day 2) and the specific type of vascular access. [Results & Expected Effects] Following the implementation of the new educational content, post-intervention interviews with patients and surveys with nurses demonstrated a significant increase in overall satisfaction. Notably, nurses' satisfaction regarding the educational methodology improved drastically, with "Satisfied" rising from 14% to 40% and "Very Satisfied" jumping from 0% to 60%. From an ESG perspective, the program contributed positively by reducing paper printouts, while achieving economic efficiency through lower MMS transmission costs by utilizing Hi-chart (educational video text messaging). Finally, the standardized approach reduced total nursing task hours and alleviated staff anxiety regarding potential omissions in patient education.

Keywords: 환자중심, 교육콘텐츠, 간호사만족도, ESG, 병원이익

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