

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
NARBHA Edition**

Section 10.8 Member Education/Communication

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10.8.1 Introduction

NARBHA expects its provider network to educate all members to become knowledgeable participants in their care. This includes communicating information to members that allows them to properly access and use services within the system.

10.8.2 References

[JCAHO Chapter on Member Education](#)

10.8.3 Scope

All NARBHA Responsible Agencies

10.8.4 Objectives

To define the education/communication requirements for NARBHA members

10.8.5 Procedures

- RA providers distribute a copy of the member handbook to each newly enrolled member and upon request.
- RA provide education that supports active member participation in decision making about care options and their consequences. The education provided incorporates the assessment of the member's and family ability to follow the plan of care and cope with the member's behavioral health status, prognosis, and outcome.
- RA assess and document the member's, and when appropriate their family's, needs, abilities, and readiness to learn as appropriate for the services delivered.
 - The assessment addresses cultural, religious beliefs, emotional barriers, desire and motivation to learn, physical or cognitive limitations, and communication barriers.
 - The assessment occurs on an ongoing basis throughout treatment.
- RAs provide individualized instruction in the knowledge, skills, or behaviors required to meet ongoing health care needs in ways that are understandable to them. Education can be provided, as appropriate, on the following topics:
 - Safe and effective medication use
 - Safe and effective use of medical equipment or supplies
 - Potential drug-food interactions and nutrition intervention
 - Pain management
 - Habilitation or rehabilitation techniques to facilitate adaptation to or functional independence
 - Basic safety

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- Access to available community resources
- RAs provide member and family education in a coordinated and interdisciplinary manner. Education incorporates appropriate members of the care team, types of materials, teaching methods, community educational resources, and resources to meet specialized needs (interpreters, TTY, etc.)
- In situations where members are in a provider facility for an extended period of time, the RA either provides or makes arrangements for the provision of academic education in an effort to maintain the member's educational and intellectual development.
- All information that is prepared for distribution to members is written using an easily understood language and format. Member information must be printed in a type, style, and size which can be easily read by members with varying degrees of visual impairment or limited reading proficiency.
- RAs notify members that informational materials are available in alternative formats and how to access them.