Patient and Family Education Services

at University of Washington Medical Center
Our Purpose

To inform patients about their health and empower their decision-making about their health care.

Our Vision

We believe in the power of health education to promote wellness, self-care behaviors, informed health care decisions, and an enhanced ability to cope with changes related to illness and injury.

We believe in health care that supports privacy, dignity, and personal preferences, and is sensitive to patient and family needs, abilities, readiness, and cultural and linguistic backgrounds.
Our Mission

Patient and Family Education Services (PFES) at University of Washington Medical Center is recognized for providing high-quality health education that positively influences health outcomes for our patients and the health status of the community.

The information and services we provide equip and empower patients and their families to actively participate on their health care team and make decisions about their health and health care.

We collaborate with patients, families, and staff in an environment of mutual respect and shared goals to optimize the health care experience.
Patient and Family Education Services

Our Team

Cindy Sayre  Associate Director

Carrel Sheldon  Program Support Supervisor

Debby Nagusky  Health Educator

Pam Younghans  Production Coordinator

Hollis Ryan  Program Coordinator

Andrea Dotson  Health Educator

Sarah DeProdocini  Program Coordinator
Patient and Family Education Services

**How We Can Help You**

**Cindy Sayre**  
Associate Director  
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**Collaborates** with you on the documentation of patient and family education.

**Acts as liaison** between clinical staff and Patient and Family Education Services.

**Leads** the Patient and Family Education Advisory Council.

**Provides teaching tips** and guidance for delivering effective patient education.

**Oversees and informs** the work of the Patient and Family Education Services department.
To help you create education materials your patients and families will use, we will:

- **Edit** for content, reading level, and organization.
- **Design** your materials to make them attractive and easy to read.
- **Format** handouts and manuals to meet UWMC graphic and health literacy standards.
- **Post** finished handouts to Health Online with your final approval and consent.

PFES provides these services at **NO COST** to your department.

Consider creating new, or revising existing patient education materials to enhance your patients’ health care experience at UWMC.
General Questions – I’ll put you in contact with the right person or the right information.


UWMC Floor Maps – Updated twice a year. Helps patients and families find their way around the medical center.

Patient Education Resource Toolkit – Online information about resources available to UWMC clinicians and patients.

Patient and Family Education Week – Annual recognition and awards ceremony for outstanding patient educators at UWMC.

How We Can Help You

Carrel Sheldon
Program Support Supervisor
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Patient and Family Centered Care
Patient and Family Education Services

Patient Education Materials – Primary contact for help in writing and editing patient and family education materials, and in obtaining high-quality illustrations to clarify patient instructions.

Face-to-Face Consultations – Meets with clinicians and patient advisors to facilitate the writing, revising, and organization of materials for manuals and handouts.

Co-lead of Staff Development Work Group – Helps develop staff education resources, promote Culture Clues and End-of-Life tip sheets, and collaborates on cultural competency training and resource development.

How We Can Help You

Debby Nagusky
Health Educator
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Patient and Family Education Services

How We Can Help You

Pam Younghans
Production Coordinator
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Formatting and Layout – Graphic design for handouts, manuals, posters, presentations, and other printed materials.

Translations – Manages translation of patient education materials into non-English languages. Collaborates with UWMC Interpreter Services and works with vendors to create translated documents.

Health Online – Manages and updates UWMC’s intranet database of patient education materials to provide clinicians with point-of-care access to printable handouts and manuals.

Language Cards – Collaborates with UWMC Interpreter Services to create picture/phrase cards to assist clinicians in communicating with patients who do not speak English or are deaf or hard of hearing.
Patient and family centered care leads to:

- Better health outcomes
- Wiser allocation of resources
- Greater patient and family satisfaction
- Greater employee satisfaction and retention

UWMC now has five patient and family advisory councils, each affiliated with a specific care area:

- Inpatient Oncology
- Neonatal Intensive Care
- Rehabilitation
- Perinatal
- Intensive Care Units

Patient and Family Centered Care (PFCC) will soon introduce a new advisory council for Ambulatory Care.
Patient and family advisors teach us:

- What patient and family centered care is.
- What it is like to receive care here at UWMC.
- How we can improve the experience of care for our patients and families.

At UWMC, advisors:

- Serve on committees and councils.
- Review programs and policies.
- Review materials and forms.
- Assist with facilities planning.
- Teach medical staff, residents, and students.
UWMC’s Health Information Resource Center:

- Provides **free access** to online journals, newsletters, and bookmarked Web sites, all reviewed by our health education team.
- Is **staffed** to help users find health information.
- Has a **business center** with copier, printer, phone, fax, and computers with Internet and e-mail access.
- Is located next to the Gift Shop in the **3rd floor lobby**.

The Health Information Resource Center is open for use by patients, families, and medical center staff weekdays from 10 a.m. to 3 p.m.
Resource Center Lead – Helped design the resource center facility and manages daily operations, including volunteer training and supervision.

Co-lead of Staff Development Committee – Helps develop staff education resources, promotes use of Culture Clues and End-of-Life tip sheets, and collaborates on cultural competency training and resource development.

Resource Management – Organizes, maintains, and updates resource lists for consumer health Web sites, pamphlets, and recommended books.

Patient Education Awards – Solicits nominations and manages the annual nomination process.

Andrea Dotson
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**Health Information Resource Center**

**How We Can Help You**

Sarah DeProdocini  
Program Coordinator  
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**Staffing** – Responds to and assists visitors to the resource center. Oversees volunteer staff.


**HIRC Web Site** – Updates and maintains the Health Information Resource Center (HIRC) Web site.

**Health Information Requests** – Responds to health information requests submitted via the HIRC Web site, in person, or over the phone.

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**Patient and Family Centered Care**

**Patient and Family Education Services**

**University of Washington Medical Center**

**UW Medicine**