



Patient and Family Education Services

**at University of Washington
Medical Center**

UNIVERSITY OF WASHINGTON
MEDICAL CENTER
UW Medicine
a passion for life

Patient and Family Education Services

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.



Patient and Family Education Services

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

Patient and Family Education

Carrel Sheldon Program Support Supervisor ▶▶▶



◀◀◀ **Debby Nagusky** Health Educator

Pam Younghans Production Coordinator ▶▶▶



Patient and Family Centered Care Program



◀◀◀ **Hollis Ryan** Program Coordinator

Health Information Resource Center

Andrea Dotson Health Educator ▶▶▶



◀◀◀ **Sarah DeProdocini** Program Coordinator



Patient and Family Education Services

*How We
Can Help
You*



Cindy Sayre

Associate Director

206-598-6913

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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.



Patient and Family Education Services



Patient and Family Centered Care

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Patient and Family Education

How We Can Help You



Patient and Family Education will help you produce up-to-date, high-quality patient education materials from your original draft.

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.



Patient and Family Education

*How We
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You*



Carrel Sheldon

*Program Support
Supervisor*

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General Questions – I'll put you in contact with the right person or the right information.



Patient Educator Editor – PFES newsletter, published quarterly. Lists all new and revised English and non-English language patient education materials posted to Health Online.



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.



Patient and Family Education Services



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Patient and Family Education

*How We
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Debby Nagusky

Health Educator
206-598-0073

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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.



Patient and Family Education

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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

How We Can Help You



Patient and family centered care is a partnership among the patient, the patient's family, the patient's care team, and the administration.

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 Centered Care

*How We
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You*



Hollis Guill Ryan

Program

Coordinator

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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.



Patient and Family Education Services



Patient and Family Centered Care

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Health Information Resource Center

How We Can Help You



The Health Information Resource Center provides high-quality, individualized health information to patients, families, staff and community members.

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.



Health Information Resource Center

*How We
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Andrea Dotson

Health Educator
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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.



Health Information Resource Center

*How We
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**Sarah
DeProdocini**

Program

Coordinator

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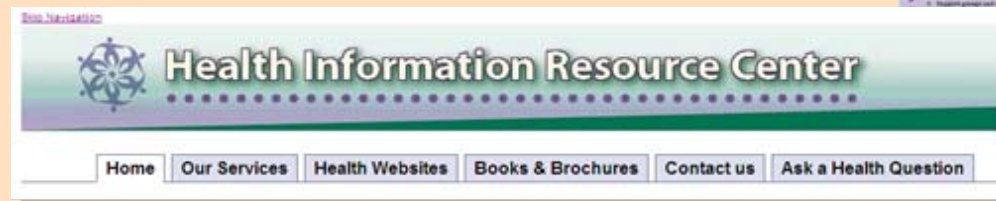


Staffing – Responds to and assists visitors to the resource center. Oversees volunteer staff.

Resource Management – Maintains database of resource collection using Library World database, Web-based resource lists and UWMC patient education flyers inventory list.

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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