

PATIENT EDUCATOR



UNIVERSITY OF WASHINGTON
MEDICAL CENTER
UW Medicine

FALL 2005

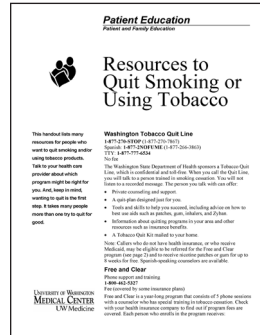
Help Your Patients Quit Smoking

As a clinician, you are the most likely person to help your patients get on the path to tobacco cessation. It is important that every patient gets counseled about the health problems associated with smoking.

Discharge instructions in CIS have now been programmed so that every patient will receive this message:

Quitting smoking is the most important thing you can do to protect your health. If you or a family member smokes, call the Washington State Tobacco Quitline toll-free at 1-877-270-STOP (1-877-270-7867). If you are from out-of-state, call the National Quitline toll-free at 1-800-QUIT-NOW (1-800-784-8669).

Clinicians in outpatient clinics should talk to all of their patients about smoking and document their patient teaching in the medical record at every visit.



This handout is a resource guide for you to give to your patients who smoke. Find it on Health Online: <http://healthonline.washington.edu>.

New Search Process for Health Online

Clinician Feedback Makes a Difference

If you've recently logged on to Health Online (<http://healthonline.washington.edu>), you may have noticed a change in the appearance of several pages of the Intranet Web site. These changes have been incorporated to assist in the search process, and make it easier to specify your options.

If you have any questions about the site, or need assistance in finding a patient education tool, please contact Pam Younghans, PFES Production Coordinator, pamy@u.washington.edu, 206-598-7947.

Show U Care Grant Applications Available Now

If you could wave that proverbial magic wand, what one thing would you do to improve the patient's experience of care received at our medical center? What would you do to improve the experience for that patient's family members?

From now until November 30, you can apply for that magic wand. It's easy!

The magic happens through Show U Care grants, whose purpose is to improve customer service to UWMC patients and their families, providing them a welcoming and comfortably equipped environment. Grants are awarded in increments up to \$500, and have funded welcome bags for inpatient cancer patients and for antepartum mothers, pagers for patients to use during extended wait times, books for siblings of infants in the NICU, relaxation tapes and tape players, and Spanish language movies. Does that short list spark your imagination?

You will find an application form and instructions online: P:\Departments\Show U Care Grants\Show_U_Care_Grant_Application_Form-1105 version.

If you have questions, please e-mail Hollis Guill Ryan at hollisr@u.washington.edu, or call her at 206-598-2697.

Easy Writer Training

Learn how to create effective education materials using UWMC standards and how to use the Easy Writer MS Word templates.

Date/Time: November 10, 2005
9 a.m. to 4 p.m.

Location: BB124

To register: seufer@u.washington.edu

Register now! Class size is limited.

New or Revised Patient Education Tools on Health Online

<http://healthonline.washington.edu>

A Guide Through Grief
(Rev. 08/2005)

After Eye Surgery

After Your Coronary Intervention Procedure (Rev. 09/2004) – LA, RU, SP, VI

Bowel Program for Regular Bowel Emptying (Rev. 07/2004) – SP

Continued on back page

Patient Health Literacy

Did you know that health literacy is the single best predictor of a person's health status? Health literacy is the ability to read, understand and act on health care information.

Patients who have limited literacy skills have less understanding of medication instructions, and less knowledge of their conditions and self-care instructions.

To help clinicians here at UWMC with learning about the impact of literacy challenges and ways to help enhance patient understanding, PFES, in collaboration with some students from the School of Public Health, has developed a booklet and Web site. The Web site is at: <http://depts.washington.edu/pfes/HealthLiteracy/HealthLiteracyUW.htm>.

The booklet will be distributed to all units and clinics during Patient and Family Education Week, October 17 to 21.

Ways to Enhance Patient Understanding

- Use "living room language" with words that are familiar to most people.
- When giving instructions, pause periodically for a patient's questions and to confirm understanding.
- Show or draw pictures. Visual images can improve a patient's recall of ideas.
- Use orienting statements: "First I will ask you some questions, and then I will listen to your heart."

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New or Revised Patient Education Tools

Continued from front page

Car Seat Safety – SO, SP, VI

Cardiac Services Information (Rev. 4/05) – SP, RU

Chemical Perfusion of the Inner Ear Cochlear Implant – KO, RU, SP, VI

Colonoscopy: Instructions for after your test (Rev. 07/2005)

Colonoscopy Preparation: How to prepare for your colonoscopy – Golytely (Rev. 07/2005)

Colonoscopy Preparation: How to prepare for your colonoscopy – Fleet oral laxative (Rev. 07/2005)

Diabetes Instructions – KO, SP, VI
 EGD: Instructions for after your test (Rev. 07/2005)

EGD Preparation: Esophagogastro-duodenoscopy or upper endoscopy (Rev. 07/2005)

Epidural and Facet Injections

Food Guide Pyramid

Hearing Aid Services – RU, SP

Heart Surgery – RU, SP

Heart Transplant Manual

Is My Car Seat Safe to Use? – SO, SP, VI

Liver Transplant Ultrasound (Rev. 07/2005)

MR Spectroscopy

MRI Cardiac Scan

Nutrition During Pregnancy When You Have Diabetes – SP

Prevent the Spread of Infection – KO, RU, SP, VI

Tympanoplasty – KO, RU, SP, VI

All of the above are available in English. For the tools that have been translated, refer to this key:

LA=Laotian, KO=Korean, RU=Russian, SO=Somali, SP=Spanish, VI=Vietnamese

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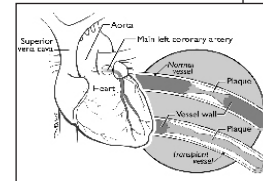
Featured Patient Education Materials

Patient education materials featured in this column can be accessed on **Health Online** via <http://healthonline.washington.edu>.

Cardiac Transplant Manual

Cardiac Transplant wrote a new manual for patients who are the recipients of a heart transplant. This comprehensive tool provides helpful information about medications, the immune system, infections, nutrition, general health guidelines, and more.

Thank you to the Service League for providing a grant for illustrations and manual production.



Patient Education
 Heart Transplant Manual
 Regional Heart Center - Cardiac Transplant Service

Heart Transplantation
 A resource manual for transplant recipients

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Patient and Family Education Week
Excellence in Enhancing Patient Health Literacy at UWMC

We are celebrating **excellence in enhancing patient health literacy** during Patient and Family Education Week, October 17 to 21. Every clinical service area and team will receive a resource and celebration gift bag on Monday morning, October 17, to launch the week of activities. Our 2005 **Outstanding Patient and Family Educators** will be honored at an awards ceremony Tuesday morning, October 18, from 9 to 10 a.m. in the Plaza Cafe conference rooms. Please join Susan Grant and Ed Walker for this festive occasion honoring your colleagues. Light refreshments will be provided.

Wanted: New Advisors

After a much-needed summer recess, the three hardworking UWMC advisory councils (Rehab Services, Inpatient Cancer, and Perinatal/NICU) have resumed their regular meeting schedules. The councils each have six staff advisors and up to 20 volunteer advisors. As the new year begins, we are actively recruiting new patient and family advisors for these councils.

Would you help us identify potential advisors? You already know the patient or family member who would be a much-valued addition to the councils. It's the person who has experience with the medical center and who can articulate that experience – both the good and the not-so-good. It's the person who has opinions and listens to other perspectives. It's the person who is able to share effectively in a group setting, interacts well with others, and wants to make a positive contribution to the medical center. You've met these people in clinics, on the units, in support groups, in workshops, and in classes.

Please send names and phone numbers or U-numbers to Hollis Guill Ryan, 206-598-2697, hollisr@u.washington.edu, and she will invite them to an information forum to learn more about the advisory program. If you have questions, please contact Hollis.

Information Channel

Channel 2, the UWMC Information Channel, will soon have an audio voiceover, thanks to a grant from the Service League. This will allow patients who have visual disabilities or limited literacy skills access to the information.

This channel provides a slide show of information about the medical center including parking, financial services, spiritual care, Internet access, and more. A handout of the text from the slide show is available from the Forms Repository (UH2159) for patients requesting it.

Patient and Family Education Committee Members

Core Purpose: We're here to help patients and families make their best choices about health.

Pat Abbot, Todd Bahl, Brittany Bayliss, Molly Boll, Gail Buchanan, Lisa Buchanan, Sybil Davis, Susan DeHoog, Ellen Denney, Sherry Dodson, Jon Elvrom, Cezanne Garcia, Linda Golley, Philip Hainley, Dori Khakpour, Vickie Kolios, Stacia Lee, Mary Beth Lum, Jane Lyebecker, Gary Martin, Gwen McDonald, Karen McDonough, Sheila Moss, Janet Parker, Nancy Poland, Pat Poulin, Mark Rosinbum, Laura Seufferling, Carrel Sheldon, Andrea Shirley-Brown, Karen L. Smith, Kathy Smith, Julie Sprinkle, Nancy Whittington, Kay Wicks, Stephanie Wright, Susan Zajac

Please put this and future issues of *Patient Educator* in your Patient Education Resource Toolkit (under the last section, "Newsletter"). This issue and previous issues are available online through links from the home page of Health Online (<http://healthonline.washington.edu>) and the PFES Web site (<https://depts.washington.edu/pfes>).