

# PATIENT EDUCATOR

WINTER 2005



UNIVERSITY OF WASHINGTON  
MEDICAL CENTER  
UW Medicine

## Sustaining JCAHO Readiness and Engaging Our Commitment to Excellence in Patient Education

*"It takes each of us to make a difference for all of us." - Jackie Mutcherson*

Excellence in patient education and care at UWMC shined through at our fall accreditation site visit. Indeed, each of us makes a difference for all – our patients, their families and our co-workers. Reflections of those who participated in the tracers were that the tracers revealed both confidence and standards of practice that demonstrated our resolve to know, respond, and anticipate sequels to our patient's care story – hallmarking our collective commitment to excellent patient care. Prior to the visit, staff participation and responsiveness was very high to practicing sharing both verbally and in writing (documentation) our patients' care stories and educational material audits. We are grateful for your continued dedication and excellence in patient care.

The Vision and Planning workgroup of the Patient and Family Education Committee, co-chaired by Susan DeHoog (Food and Nutrition Services) and Laura Seuferling (PFES), kept constant focus on telescoping and tracking the necessary steps to respond to clinical team needs AND supported our clinical teams with problem solving as mock site visits and our own monitoring revealed opportunities for improvement related to JCAHO's patient education standards. PFES and the Vision and Planning Workgroup's continued commitments include:

- Annual reminders and redistributions of patient education competency checklists for managers of clinical care areas and individual staff.
- On-site annual material audits for all inpatient and outpatient care areas.
- Continued interdisciplinary committee and PFES departmental support of patient education system processes and consultations to sustain our learnings and continuous improvements in patient education.
- PFES sponsorship of a documentation improvement project for outpatient assessments, ensuring that ALL essential elements to care for our patients' needs are in the patient's chart.

Again, the Patient and Family Education Committee, related workgroups and Patient and Family Education Services staff thank you for your ongoing dedication to excellent patient care through partnering with our patients and their families.

### 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: April 12, 2005  
9 a.m. to 4 p.m.

To register: Contact [seufer@u.washington.edu](mailto:seufer@u.washington.edu)

Register now! Class size is limited.

### New or Revised Patient Education Tools on Health Online

About Aminocentesis (KO, RU, SO, SP, VI)

About Restraints (RU, SP, VI)

After Your Coronary Intervention Procedure – Rev. 9/2004

After Your Dialysis Vascular Access Surgery (RU, SP)

Angiography – Rev. 10/2004

Benefits of Breastfeeding – Rev. 11/2004

Bupropion

Cardiac Catheterization Lab Procedures

Care for Your Drain

Checklist of Comfort Measures for Labor

Chemoembolization – Rev. 12/2004

Citalopram

Colonoscopy - How to Prepare for Your Colonoscopy: Fleet phosphosoda oral laxative

Colonoscopy - How to Prepare for Your Colonoscopy: Golytely

Colonoscopy - Instructions for after your test

Common Concerns About Breast Feeding – Rev. 11/2004

Deep Vein Thrombosis – Rev. 10/2004

Duloxetine

EGD (Esophagogastroduodenoscopy)

EGD - Instructions for after your test  
Endoscopic Sinus Surgery (RU, SP, VI)

Escitalopram

Fluoxetine

Gestational Diabetes

Glucagon Use (SP)

Heart Disease (RU, SP)

Hemoccult (Stool) Collection (AM, KO, SP, VI) – Rev. 9/2004

*continued on back*

## Tobacco Cessation Resources for Clinicians

Patient and Family Education Services now has tools and training to help nurses and other clinicians at UWMC to assist their patients with tobacco cessation.

### TOOL

#### Tobacco Cessation Resources Handout

This patient education tool includes programs, classes, and online resources for your patients to consider and select the best options to help them with quitting tobacco. The first resource listed is the Washington State Tobacco Quit Line. Copies of the handout will be distributed to the Operation Supervisors and PSR Leads of every unit and clinic. The handout is also available to print from Health Online (<http://healthonline.washington.edu>).

### TRAINING

#### Basic Tobacco Intervention Skills (BTIS)

Nurses, doctors, and other clinicians are invited to attend this free one-hour training. Learn how to identify stages of "Readiness to Change," contents of "Brief Intervention," and how to implement a systematic approach to tobacco cessation. Training sessions are scheduled for dates in January-March 2005. Contact [carrels@u.washington.edu](mailto:carrels@u.washington.edu) or 598-7498 to register. For more information, contact Laura Seuferling at 206-598-3473 or [seufer@u.washington.edu](mailto:seufer@u.washington.edu).

## PATIENT EDUCATOR

WINTER 2005

### *New or Revised Patient Education Tools, cont.*

Interstitial Breast Brachytherapy – Rev. 12/2004

Kidney Early Education Program (KEEP) Manual

Low Fiber Diet

Maternity Support Services (MSS) Mirtazapine

MRI

Myelogram – Rev. 10/2004

Native Kidney Biopsy (CH, RU, SP, VI)

Paroxetine

Patient Information on Liver Biopsy Pumping and Storing Breastmilk – Rev. 11/2004

Resources for Breastfeeding Information and Supplies

Sedation for Your Radiation Treatment – Rev. 12/2004

Sertraline

Silent Reflux (KO, RU, SP, VI)

Sonohysterogram

Sore Nipples – Rev. 11/2004

Tandem and Ring or Tandem and Ovoid HDR Brachytherapy – Rev. 12/2004

Throat Care

Thyroidectomy or Partial-Thyroidectomy Surgery – Rev. 6/2004 (SP)

Transplant Renal Biopsy (CH, RU, SP, VI)

Traumatic Stress

Vaginal Dilator – Rev. 12/2004

Varicose Vein Surgery – Rev. 12/2004

Venlafaxine

Vertebroplasty

Wearing a 24-hour Blood Pressure Monitor

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

AM=Amharic, CH=Chinese, KO=Korean, RU=Russian, SO=Somalian, SP=Spanish, VI=Vietnamese

## Excellence in Patient Safety Through Education

UWMC Patient and Family Education Services presented Outstanding Patient and Family Education Awards for 2004 at a ceremony led by Ed Walker and Susan Grant and attended by over 50 staff and their family members. The following staff were recognized for demonstrating “excellence in patient safety through education.”

### *Individual Awards*

- **Kim Donnelly, RPh**, Pharmacy Services
- **Sandy Just, RN**, 6-Southeast
- **Linda Golley, BS, MBA**, Interpreter Services
- **Sylvia Burns, LMP**, Exercise Training Center
- **Sandra Draper, RN, BSN**, Surgical Specialties Center
- **Cecil King, MS, RN, CNOR**, Surgical Services
- **Robin Olsen, BS, RN, MPH, CIC**, Infection Control Team
- **Gary Barnett, RN**, Radiology
- **Judy Simon, MS, RD, CD**, Food and Nutrition
- **Dorrine Khakpour, RD, CDE**, Diabetes Care Center
- **Jane Knorr, RN**, Surgical Specialties

### *Team Awards*

- **Infection Control Team: Robin Olsen, BS, RN, MPH, CIC**, Healthcare Epidemiology and Infection Control; **Diana Villaflor-Camagong, MHA**, Healthcare Epidemiology and Infection Control; **Estella Whimbey, MD**, Healthcare Epidemiology and Infection Control; **Nancy Whittington, BA, RN, CIC**,

Healthcare Epidemiology and Infection Control; **Charles Randles**, Healthcare Epidemiology and Infection Control

- *Reducing the risk of falling for our patients through patient and staff education: Kathryn Steucek, MPT*, Physical Therapy; **John Nicacio, PT**, Physical Therapy
- *Care Coordination Project Team: Mika Sinanan, MD, PhD*, Surgical Specialties Center; **Janet Schultz, BA**, Ambulatory Care, Roosevelt; **Tim Byrne**, UWMC Roosevelt Administration; **Ellen Murphy, RN, MN**, Surgical Specialties Center; **Jennifer Williams**, Surgical Specialties Center; **Chelle Wheat, BS**, Surgical Specialties Center; **Nancy Eberhardt, BA, MSW**, Urology, Urogynecology, Prostate Clinics; **Heidi Hendricks, MBA, RN, CPHQ**, Pediatric Care Center
- *Bariatric Surgery Orientation Project Team: David Flum, MD, MPH*, Surgical Specialties Center; **Lynn Dieterle**, Surgical Specialties Center; **Jane Knorr, RN**, Surgical Specialties Center; **Ellen Murphy, RN, MN**, Surgical Specialties Center; **Judy Brown, RD**, Food and Nutrition; **Lisa Webb, MSW**, Social Work

## Patient Education Needs Assessment Provides Blueprint for Three-Year Plan

Patient and Family Education Services conducted a staff needs assessment to direct the development of a three-year plan to establish priorities to enhance patient teaching at UWMC. The survey was implemented between January and April 2004.

Two hundred and thirty-seven staff members representing 29 departments participated in the survey. There were 46 different job titles listed by the survey participants, with 35% (88) of the participants being nurses. The topics identified as top priorities are:

- Access to education resources for patients.
- Access to resources about specific clinical topics.
- Cultural diversity.

Based on the results of this survey, the Patient and Family Education Committee developed a three-year plan. Projects launched in 2004 include:

- **Health Ed STAT** – Pilot a Web page, customized for each clinical services area, that provides quick and easy access to online tools for patient and staff education.
- **Smoking Cessation** – A resource list of organizations and groups in the community that provide smoking/tobacco cessation programs or services, and provide training to clinical staff to help them assist patients with smoking/tobacco cessation.
- **Quality Wait Time Through Education** – Create and pilot a tool that provides important education material and marketing/navigation/services information for patients waiting to see the doctor.
- **Patient Language Cards** – This tool lists key terms, pictures, and phrases in English alongside a translation. The phrases, commonly used in the care setting, cover introductions, daily living, needs, appointments, and comfort.