

PATIENT EDUCATOR



UNIVERSITY OF WASHINGTON
MEDICAL CENTER
 UW Medicine

FALL 2006

Health Information Resource Center Opening at UWMC

The Health Information Resource Center (HIRC) structure has been installed in the hospital main lobby next to the Gift Shop. Beginning October 16, the HIRC welcomes visitors Monday through Thursday from 10 a.m. to 2 p.m. The HIRC will be hosting a week-long open house during Patient and Family Education Week, October 16 to 20.

The HIRC will provide high quality, individualized health information to patients, families, staff, and community members. Visitors to the center will have access to computers, books and brochures, and a copy machine to make copies of resource center materials.

The mission of the resource center is to help users make their best choices about health and actively participate in their own health care. For questions, please contact Andrea Dotson at 598-7448 or dotsona@u.washington.edu.



“Partners in Your Care” Hand Washing Program

The Centers for Disease Control and Prevention estimates that about 90,000 patients a year die of health-care associated infections, and that hand hygiene, a major infection prevention strategy, is practiced by health care workers a national average of just 33% of the time it is needed. Until now, most hand hygiene improvement efforts have had only short-term success.

A new program entitled “Partners in Your Care,” designed at the University of Pennsylvania and supported by Washington State Hospital Association, has been shown through published research to improve and sustain hand hygiene practice among health care workers. The program asks patients to remind health care workers to wash before their first contact with patients.

The program has been successful in over 300 hospitals and relies on regular patient education that “it’s OK to ask for hand hygiene,” as well as staff education that the only correct answers to this question are, “Thanks, I just did,” or “Thanks, I will now.”

Staff orientation and training will be held during the first two weeks of October. UWMC will kick off the program on October 19 in all clinical areas. For more information, contact Robin Olsen-Scribner at olsenr@u.washington.edu.

Patient and Family Education Week

Patient and Family Education Week, October 16 to 20, celebrates excellence in patient education. This year, we also celebrate the opening of the new Health Information Resource Center. Look for your celebration materials (including your *Health Online* calendar strips) delivered to every area on Monday, October 16. Also, please join us to honor your colleagues at the **Outstanding Patient Educator Awards** ceremony on Wednesday, October 18, from 9:30 to 10:30 a.m. in South Campus Center rooms 348-350.

Easy Writer Training

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

Date/Time: Oct. 5, 2006, 9 a.m. to 4 p.m.

Location: BB124

To Register: seufer@u.washington.edu

Register now! Class size is limited.

New and Revised Patient Education Tools on Health Online

Health Online is UWMC’s patient and family education materials inventory and distribution Web site, found at:

<http://healthonline.washington.edu>

About Rapid HIV Antibody Testing

About Your Implantable Cardioverter

Defibrillator (Rev. 07/2006)

Avian Influenza - CH

Bacterial Meningitis - CH, KO

Blood Pressure Management and Your

Pregnancy - SO, SP

Care After Your Spinal Surgery - RU,

SP, VI

Care for Your Drain - CH, RU, SP, TA

Caring for Yourself and Your New Baby*

Chickenpox - CH, KO

Closed Bulb Drain Care - RU, SP, VI

Clostridium difficile - CH

Colonoscopy Preparation: Fleet oral

laxative - RU, SP, VI

Colonoscopy Preparation: Golytely - RU,

SP, VI

Creatinine Clearance and Protein Test

- KO, SP, VI

Delayed Reaction to IV Contrast

Diphtheria - KO

Dupuytren’s Disease

EGD Preparation - KO

EMG/SEP - KO

Esophagectomy (Rev. 07/2006)

For Your Visit (Rev. 09/2006) - KO

Hand Surgery Instructions

Health Online – Try It, It’s Easy!

Searching by Subject on *Health Online*

Did you know? It’s best to use single words when searching *Health Online* by subject. That’s because the search engine reads your request **exactly** as you type it, and cannot match your search words if they’re in a different order than they appear in the document. Here are two examples of successful and unsuccessful searches:

When You’re Searching for...	☹ If You Search for...	☺ If You Search for...
A handout entitled “Care for Your Drain.”	Drain care - Unsuccessful search	Drain - SUCCESS!
A handout entitled “Drain Care: For a Jackson-Pratt (JP) or Blake drain.”	JP drain - Unsuccessful search	Either JP or drain - SUCCESS!

Remember, when in doubt, **use single words!**

Continued on back

New and Revised Patient Education Tools

Continued from front

- Influenza - CH
 - IOM: Intraoperative Monitoring
 - Low-Sodium Diet - RU, SP, VI
 - Lung Surgery (Rev. 07/2006)
 - Measles (Rubeola) - CH, KO
 - Multi-Resistant Gram Negative Rods - KO
 - Norovirus - CH, KO
 - Obstetrical Hypertension Consult Clinic (Rev. 07/2006)
 - Obstetrical Ultrasound - KO, RU, SP, VI
 - Osteoarthritis of the Hand
 - Pain Management - CH, KO
 - Parainfluenza Viruses (Common Cold and Croup) - CH
 - Partnering with Our Patients to Make Health Care Safer - KO
 - Pertussis (Whooping Cough) - CH
 - Pharyngogram
 - Planning for Your Hospital Stay - KO
 - Pregnancy and Giving Birth*
 - Prevent the Spread of Infection (Rev. 09/2006)
 - Prevent the Spread of Infection (Oncology) - RU, SP (Rev. 06/2006)
 - Respiratory Syncytial Virus (RSV) - CH
 - Retrograde Urethrogram
 - Rubella - CH, KO
 - Shingles - KO
 - Skin Care During Radiation Therapy - KO, RU, SP
 - Sniff Test (Chest Fluoroscopy)
 - Streptococcus pneumoniae* and Penicillin-Resistant *Streptococcus pneumoniae* (PRSP) - CH, KO
 - Tell Us About Your Pain/FAQs About Opioid Pain Medications - CH, KO
 - Thoracic Surgery Follow-up (Rev. 07/2006)
 - Transjugular Liver Biopsy - CH, KO, RU, SP, TA
 - Vancomycin-Resistant Enterococcus (VRE) - CH
 - Vena Cava Filters
 - Wheelchair Safety
 - Your Discharge Plan - SP
- * See "Featured Patient Education Materials" article in this issue.
- All of the above are available in English. For translations, refer to this key:*
- CH=Chinese, KO=Korean, RU=Russian, SO=Somali, SP=Spanish, TA=Tagalog, VI=Vietnamese

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Featured Patient Education Materials

A "Labor" of Love

by Nancy Poland, Coordinator of Perinatal Education

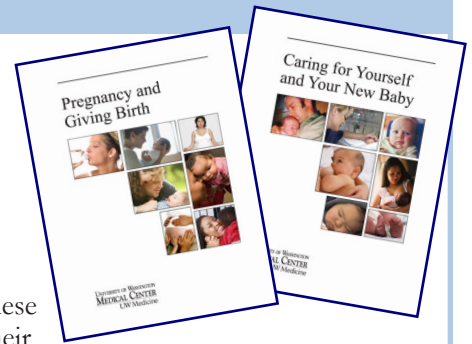
It is rare to lead a project that truly reflects collaboration, teamwork, and inclusion of patients and families.

We are proud of the teamwork that resulted in the newly published booklets, "Pregnancy and Giving Birth" and "Caring for You and Your New Baby." These materials educate expectant and new parents about their pregnancy and what to expect when their baby is born.

The design process included patients at every step: from the user-friendly format to the sleek cover designs. With the generous support of UWMC's Service League, a survey was conducted of patients who told us what information was most helpful and how they would like it presented. Patient advisors Elizabeth Parrish and Margaret Bolger contributed hours in finding out what other medical centers provide for their patients and families.

Nursing staff told us what would be most helpful to educate their patients. Nursing discharge coordinator Cindy Bennett advocated for compiling our handouts in one format because new parents have so much to learn after delivering their babies. "We want it to be warm and welcoming so they will use it."

PFES staff and the publishing firm also provided thoughtful advice and support for the birth of these resources. The two Birth Booklets are now available through Materials Management: request document #UH2334 for "Pregnancy and Giving Birth" and document #UH2335 for "Caring for You and Your New Baby." The individual sections are also available by title on *Health Online* (<http://healthonline.washington.edu>).



Health Online More Accessible

Beginning in mid-October, UWMC clinicians will be able to access *Health Online* from any computer with an Internet connection. It will be easy to download patient education materials at home or other facilities such as Seattle Cancer Care Alliance.

Patient education materials on *Health Online* are intended to be delivered by UWMC clinicians directly to our patients and families. To ensure proper use of these materials, **you must now log in to Health Online with your AMC user name and password.**

The URL will change to <https://healthonline.washington.edu>, but the old URL will bridge to the new one. We hope you'll find the broader access to *Health Online* more useful and convenient.



Show U Care Grants Due November 30

Think about what *you* could do to improve patients' and families' experience of care at UWMC. Then, go to <https://departments.medical.washington.edu/uwmcpcs/pcshomepages/PFES/PFES.htm>, print an application for a Show U Care grant, fill it in, and submit it before November 30. It's easy!

Show U Care grants help provide patients and their families a welcoming and comfortably equipped environment. Grants are awarded in increments up to \$500, and have funded stuffed animals for children receiving treatment, pagers for patients to use during extended wait times, books for siblings of infants in the NICU, specially designed camisoles for mastectomy patients, and Spanish language movies. Does that short list spark your imagination?

Remember, each application must be sponsored by a Service Champ. If you have not yet taken Service Champ training, there is still time to do so.

For more information about Show U Care grants, please contact Hollis Guill Ryan at 598-2697, hollisr@u.washington.edu.

Patient and Family Education Committee Members

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

- Todd Bahl, Molly Boll, Lisa Buchanan, Susan DeHoog, Sherry Dodson, Andrea Dotson, Cezanne Garcia, Linda Golley, Philip Hainley, Dori Khakpour, Vickie Kolios, Stacia Lee, Mary Beth Lum, Gary Martin, Karen McDonough, Bridget O'Connor, Janet Parker, Nancy Poland, Mark Rosinbum, Laura Seufferling, Carrel Sheldon, Karen L. Smith, Julie Sprinkle, Margrit Walde, Terry Way, Nancy Whittington, Kay Wicks, Stephanie Wright, Susan Zajac

Please put this issue 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>).