

# PATIENT EDUCATOR

SPRING 2006



UNIVERSITY OF WASHINGTON  
MEDICAL CENTER  
UW Medicine

## UWMC Resource Center to Open Summer 2006

University of Washington Medical Center will soon be opening a brand new Patient and Family Resource Center as one of the final steps in completing the lobby remodel. The Center is expected to open summer 2006.

The mission of the Resource Center is to provide high quality, individualized health information to patients, families, staff, and community members. The Center will help users to make their best choices about health and to actively participate in their own health care.

With oversight by a patient, family, and staff advisory committee, the Center will be staffed 40 hours per week. The Center will feature four computer stations – one fully ADA accessible – where users will be able to access the Internet, select bookmarked Web sites, view patient education databases, and read on-line journals and newsletters.



The Resource Center will be located in the main hospital lobby next to the Gift Shop.



Patient and Family Education Services welcomes Andrea Dotson, lead health educator for the Resource Center.

The Center will also feature a selection of brochures, books, and information on UWMC classes and support groups, as well as health information in other languages.

The Resource Center Advisory Committee is currently recruiting members. If you are interested in participating on this committee, please contact Andrea Dotson, at 598-7448 or dotsona@u.washington.edu.

## Improving Our Informed Consent Forms

UWMC currently utilizes 40 different informed consent forms for patient procedures. These forms will all be phased out over the next 12 months, and replaced by six new ones that meet the requirements set by the State and the Centers for Medicare & Medicaid Services: *procedural treatment, anesthesia/sedation, emergency treatment, refusal of treatment, and two blood products consent forms.*

Risk Management is creating the legal documents, and Patient and Family Education is working with them to create companion patient education handouts with standardized

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## Easy Writer Training

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

Date/Time: April 24, 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:

<http://healthonline.washington.edu>

2006 Perinatal Education Classes - SP  
2006 Spanish Childbirth Classes - SP  
After Your Liver Biopsy (Rev. 04/2004) - KO

\*Avian Influenza  
Backache in Labor  
\*Bacterial Meningitis  
Bowel Management - SP  
Building and Keeping Strong Bones - CH, SP, VI

Capsule Endoscopy: After you swallow the capsule

Capsule Endoscopy: After your test

Capsule Endoscopy: How to prepare  
Cetuximab

\*Chickenpox (*Varicella zoster*)

\**Clostridium difficile*

Colonoscopy Preparation: Miralax

Colonoscopy Preparation: Visicol tablets

Colonoscopy: Instructions for after your test  
(Rev. 07/2005) - CH, KO

Compression Stockings

Constipation After Your Operation (Rev. 11/2005) - RU, SP

Diagnostic Hearing Screening Evaluation - SP

Diet for Gastroparesis

Diet for Liver Disease

\*Diphtheria

Driving Directions - SP

EGD: Instructions for after your test - KO  
(Rev. 07/2005)

ERCP: How to prepare for your endoscopic

retrograde cholangio-pancreatography

ERCP: Instructions for after your endoscopic

retrograde cholangio-pancreatography

Flutamide

Foot or Ankle Surgery - CH

Gefitinib

GYN Procedures (Rev. 01/2006) - KO

Hand Surgery Instructions (Rev. 03/2006)

Hemorrhoid Removal (Rev. 06/2004) - CH

Hernia Repair (Rev. 04/2005) - KO

\*Influenza

Instructions for Receiving Radioactive Iodine  
Therapy for Hyperthyroidism

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## HEALTH ONLINE: Try It – It's Easy!

### Searching by Language

**Did you know?** You can search by language on *Health Online* (<http://healthonline.washington.edu>) to find all patient and family education materials with translations in the language desired. Here's how:

1. Go to the **Advanced Search** page.
2. Click on the box **Search UWMC-authored, ready-to-print documents ONLY.**
3. Under **Restrict search to:** click on the drop-down box that defaults to "Any Language." From the list that appears, select the language desired.

Search UWMC-authored, ready-to-print materials ONLY

Title	contains		AND
Author	contains		AND
Publisher	contains		AND
Specific Subject IS	Select Keyword		AND
General Subject IS	Select Subject		

Restrict search to: Any Language Any Format Any Audience

Any Department

4. Click the **Submit** box.
5. A screen appears listing all the materials in that language that are on *Health Online*. Click on the blue language button next to the title of a specific document for access to a printable PDF of that translation.

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**New and Revised Patient Education Tools**

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- Interstitial Breast Brachytherapy (Rev. 03/2006)
  - Laparoscopic Cholecystectomy - CH
  - Low-Potassium Diet
  - Low-Sodium Diet
  - \*Measles (Rubeola)
  - Metformin and Your CT Scan
  - \*Methicillin-Resistant *Staphylococcus aureus* (MRSA) - CH
  - \*Multi-Resistant Gram Negative Rods (ESBLs and CRs)
  - \*Mumps
  - Musculoskeletal (MSK) CT
  - Nutrition During Pregnancy When You Have Diabetes
  - \*Parainfluenza Viruses (Common Cold and Croup)
  - Patient Information on Liver Biopsy - KO
  - PEG Tube Placement: Care instructions
  - PEG Tube Placement: How to prepare
  - Peripherally Inserted Central Catheter
  - \*Pertussis (Whooping Cough)
  - Positron Emission Tomography (PET) Ammonia Cardiac Scan
  - Rectal EUS: How to prepare - Fleet
  - Rectal EUS: How to prepare - Golytely
  - Rectal EUS: Instructions for after your test
  - Renal Angiogram
  - Resources for Medical Care and Insurance
  - Resources to Quit Smoking or Using Tobacco (Rev. 03/2006)
  - \*Respiratory Syncytial Virus
  - \*Rubella
  - Sclerotherapy
  - \*Shingles (*Herpes zoster*)
  - \**Streptococcus pneumoniae* and Penicillin-Resistant *Streptococcus pneumoniae* (PRSP)
  - Tositumomab/Iodine I-131 Tositumomab
  - Transjugular Liver Biopsy
  - \*Tuberculosis - CH, RU
  - Uterine Fibroid Embolization
  - \*Vancomycin-Resistant *Enterococcus* (VRE)
  - Vein Ligation and Stripping - CH
  - Wide Local Excision of Melanoma - CH
  - \* 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,  
SP=Spanish, VI=Vietnamese

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**Improving Our Informed Consent Forms**

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content that reinforces clinician explanations of each procedure, including how they are done, risks, benefits, and alternatives. The new consent form-patient education handout combinations will provide essential information that patients and families need to know to make their best choices about their health care, and will better meet their needs.

Both the consent forms and information handouts will be written in patient-friendly, simple language, and reviewed by patient/family advisors to ensure readability and completeness of each document. Authoring departments will be asked to work with Risk Management and Patient and Family Education Services to ensure that the content is accurate.

For questions, contact Cindy Howey at 206-598-6315, [cjhowey@u.washington.edu](mailto:cjhowey@u.washington.edu).

**Featured Patient Education Materials**

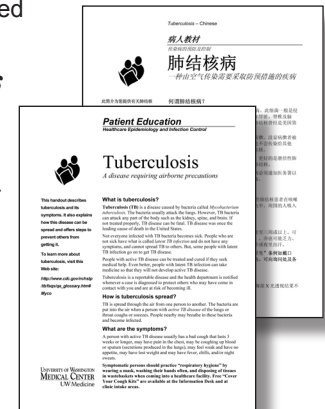
Patient education materials featured in this column can be accessed on **Health Online** via <http://healthonline.washington.edu>.

**Infection Control Patient Education Handouts**

The Healthcare Epidemiology and Infection Control Team has developed 18 patient education handouts about diseases that require precautions over and above Standard Precautions.

Each handout includes information about an isolatable disease or organism and gives practical advice to patients, families, and visitors about preventing its transmission.

The 18 recently-completed titles are asterisked under "New and Revised Patient Education Tools" in this issue of *Patient Educator*. The handouts are in the process of being translated into several non-English languages.



**Patient Health Literacy Trainings**

**Pop Quiz: What is the single best predictor of health status?**  
a. Age    b. Income    c. Ethnicity    d. Health Literacy

If you selected Health Literacy, you're right! As many as half of American adults lack the ability to understand the information they receive about their medical treatments and preventive health care. This results in more chronic health problems, more hospitalizations, and costs of \$50 to \$73 billion per year.

Patient and Family Education Services (PFES) wants to help you learn more about:

- How health literacy affects health outcomes, health care costs, and potential liability.
- How to identify patients with low health literacy.
- Strategies for helping patients understand health care information.

PFES offers a 30-minute training for staff for education days, staff meetings, or other educational meetings. To schedule a training for your area, or to obtain additional copies of the booklet "Patient Health Literacy for UWMC Clinicians," please contact Laura Seuferling, 598-3473 or [seufer@u.washington.edu](mailto:seufer@u.washington.edu).

**Here's what 5-Northeast staff said about the Patient Health Literacy Training:**

- "It really opened my eyes – I hadn't considered literacy issues in this respect."
- "Health literacy was great – it gave me a better understanding into the topic and ways to help patients."
- "Laura made good use of examples to illustrate points – loved the 'Words to Watch' handout."

**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, Ellen Denney, Sherry Dodson, Andrea Dotson, Cezanne Garcia, Linda Golley, Philip Hainley, Dori Khakpour, Vickie Kolios, Stacia Lee, Mary Beth Lum, Alice Markewitz, Gary Martin, Gwen McDonald, Karen McDonough, Bridget O'Connor, Janet Parker, Nancy Poland, Mark Rosinbum, Laura Seuferling, 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>).