

# PATIENT EDUCATOR

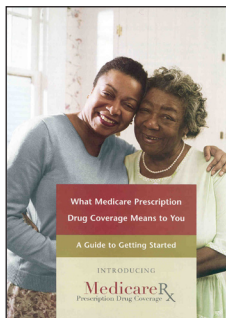


UNIVERSITY OF WASHINGTON  
MEDICAL CENTER  
UW Medicine

WINTER 2006

## Medicare Part D Enrollment Assistance

Starting in January, all Medicare recipients are eligible to receive prescription drug benefits with the new Medicare Part D plan. Staff from Pharmacy and Social Work have set up a kiosk in the Surgery Pavilion on the second floor to assist patients and families with the enrollment process and to answer questions. Patient education handouts about Medicare Part D and the extra financial help available for some people are in most clinics, at the Part D kiosk (598-2998) and from Social Work (598-4370). In addition, a slide about Part D has been added to the Information Channel (on channel 2 in patient rooms).



## 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: February 6, 2006  
9 a.m. to 4 p.m.

Location: South Campus Center  
To register: [seufer@u.washington.edu](mailto:seufer@u.washington.edu)

Register now! Class size is limited.

## Verify Translations "At a Glance"

There is a subtle but important difference in the new translations of patient education materials being released at UWMC. At the top of the first page, the title of the handout and the language of the translated document are written in English.

This information has always been a part of the translation template, but until now has appeared only with the copyright information at the end of each piece. The new placement and size of this text should assist clinicians in making a quicker verification of the materials being handed to patients and families.

## New and Revised Patient Education Tools on Health Online

<http://healthonline.washington.edu>

About Your Surgery Experience  
– KO, VI

About Your Surgery Experience  
(Rev. 1/2005) – RU, SP

Angiography (Rev. 10/05)

Constipation After Your Operation  
(Rev. 11/2005)

Creatinine Clearance and Protein  
Test

EUS: Instructions for after your  
endoscopic ultrasound

EUS: Preparing for your endoscopic  
ultrasound

For Your Visit (Rev. 11/05)

Grocery Shopping

Hernia Repair (Rev. 3/2005)  
– RU, SP

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Patient and Family  
Centered Care

## New Logo for Patient and Family Centered Care Program

What do you see when you first look at the new Patient and Family Centered Care (PFCC) logo? Do you see a flower with an energetic starburst at its center? Do you see a circle? Do you see people moving together in a circle?

All of these images are present in the new PFCC logo and each part contributes to the visual representation of patient and family centered care: collaboration, respect, empowerment, support, compassion.

The Patient and Family Centered Care Committee commissioned graphic designer Chuck Harbaugh, who presented half a dozen concepts for the committee to ponder. A lively discussion brought forth some suggestions for combining two of Chuck's designs, resulting in the design you see here.

The Patient and Family Centered Care Program is pleased and proud to identify its work by the addition of this logo.

### Try It – It's Easy!

## Health Online: Step-by-Step

**Did You Know?** – You can search on *Health Online* (<http://healthonline.washington.edu>) for all patient and family education materials authored by your department:

1. Go to the **Advanced Search** page.
2. Click on the box for **Search UWMC-authored, ready-to-print documents ONLY**.
3. Under **Restrict search to:** click on the drop-down box that defaults to "Any Department." From the list that appears, select your clinic or department.
4. Click the **Submit** box.
5. A screen will appear that lists all the patient education materials your department has on *Health Online*. By clicking on a blue language button next to the title of a specific document, you have access to a printable PDF of that document.

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		AND

Restrict search to:

**PATIENT EDUCATOR**  
**WINTER 2006**

**New and Revised Patient Education Tools**

Continued from front

Instructions for Receiving Radioactive Iodine Therapy: After a thyroid cancer survey

How to Change a Foley Catheter

Otitis Media – CH, RU, SP, VI

Positron Emission Tomography (PET) Scan-FDG

Radiation to the Breast – RU, SP

Resources for Help and Support for Drug or Alcohol Problems

Resources for Medical Care and Insurance

Self-Catheterization for Men – RU, SP, VI

Self-Catheterization for Women – RU, SP, VI

Thyroid Cancer Survey

Treatment with Warfarin (Coumadin) – VI

Vascular Access Procedure (Rev. 10/2005)

Vertebroplasty and Kyphoplasty

Vocal Cord Medialization

Your Guide to Cardiac Surgery – RU, SP

Zenker's Diverticulum

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

CH=Chinese, KO=Korean, RU=Russian, SP=Spanish, VI=Vietnamese

**Recommend a Book**

A newly updated edition of the Self-Care Health Books catalog is now available. Look for a blue brochure in holders placed throughout the hospital. This catalog lists books recommended to patients by UWMC clinicians. If you need additional copies please contact Carrel Sheldon, 598-7498 or carrels@u.washington.edu.

**Editor for PATIENT EDUCATOR:**  
 Carrel Sheldon, 206-598-7498  
 carrels@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>.

**Resources for Help and Support for Drug or Alcohol Problems**

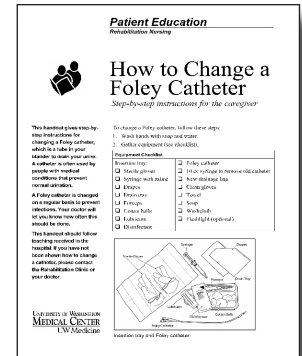
If you have a patient with drug or alcohol problems, a social worker can help him or her with assessment and options for treatment. However, if you're in a situation where a social worker isn't readily available, we now have this list of resources for patients or their family members. All of the services listed are offered at no charge.

**How to Change a Foley Catheter**

This detailed, illustrated handout from 8-North/Rehab provides step-by-step instructions for caregivers on how to remove a catheter and insert a new one in the home setting. Many clinicians, patient advisors, and a patient caregiver provided valuable feedback to assist us in the creation of this tool. Thank you to the Service League for the grant to fund the illustrations.

**Compression Stockings**

This handout lists resources for patients who need to fill prescriptions for compression stockings. Tips for putting on, caring for, and washing stockings are also included.



Patient and Family Centered Care

**Volunteer Advisor Program**

As a patient educator, you meet many of our patients and their family members, and have a unique opportunity to know their perspectives. You recognize many of them as having experiences and insights that demonstrate what works well at UWMC and what could be improved.

When you meet such people, consider referring them to the Patient and Family Centered Care Volunteer Advisor Program. Patients and family members may become advisors to the medical center, serving on a variety of advisory councils and operating committees:

- Perinatal/NICU, Rehabilitation Services, and Inpatient Cancer Advisory Councils.
- Aesthetics Committee, Patient and Family Centered Care Committee, Patient and Family Education Committee, and Vision and Process Workgroup.
- Forms and Materials Review Committee for advisors who wish to serve from home.
- Focus groups that meet once or only a few times.

It's easy to make a referral. Send patients' contact information to Hollis Guill Ryan, Patient and Family Centered Care Program Coordinator, at [hollisr@u.washington.edu](mailto:hollisr@u.washington.edu), or leave her a message at 598-2697. Your help will strengthen the volunteer advisor program and make our medical center even better.

**UWMC Floor Maps**

*"These maps are wonderful!! And thanks for the easy-to-read-and-follow instructions on how to access them in the repository. 6-Southeast is always getting front desk requests on how to get to locations throughout UWMC. These will be very beneficial to us."* – Cindy Remington

To assist patients and families, the UWMC floor maps have been updated monthly to accommodate all the construction moves. An index has been added on the back listing locations and department phone numbers. You can download the maps you need by going to the Forms Repository (<https://know1.mcis.washington.edu/forms/>) and typing "map" in the "title contains" search function.

**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 Rosinburn, 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>).