

# PATIENT EDUCATOR



UNIVERSITY OF WASHINGTON  
MEDICAL CENTER  
UW Medicine

FALL 2007



## Come Visit the Health Information Resource Center

The Health Information Resource Center (HIRC) at UWMC has expanded its hours and is now open Monday through Friday from 10 a.m. to 3 p.m.

The HIRC, located on the third floor of the hospital next to the Gift Shop, provides high-quality, individualized health information to patients, families, staff, and the community. For someone who has been newly diagnosed, it's a place to seek in-depth information with the aid of staff trained to find the most useful and credible materials.

Visitors have access to four computer stations, where they are able to search for health information via bookmarked Web sites or even check e-mail. The HIRC also features a selection of books and brochures on a variety of health topics. Family members often find the resource center a place to come and reconnect with the "outside world" – whether it be finding the nearest place to park an RV, learning how to use the local bus system, or printing airline boarding passes when it's time to go home.

"We've gotten to know several patients and families who discovered the HIRC during their stay here at UWMC," says Andrea Dotson, HIRC manager. "It's so fulfilling to know people find a 'comfort zone' here and want to come back and let us know how they're doing."

The HIRC includes a business center with fax, copier, printer, and telephone available for use. For more information, call 598-7960, or e-mail [healthed@u.washington.edu](mailto:healthed@u.washington.edu).



## Patient and Family Education Week Oct. 15 to 19

Join us as we celebrate excellence in patient and family education during **Patient and Family Education Week**, Oct. 15 to 19!

Be on the lookout for your celebration bag of materials (including your *Health Online* calendar strips) delivered to every area on Monday, Oct. 15. Also, please join us to honor your colleagues at the **Outstanding Patient Educator Awards Celebration** on Wednesday, Oct. 17, 9 to 10 a.m. in South Campus Center, rooms 248-250.



## Easy Writer Training

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

**Date/Time:** December 2007 (Date to be announced), 9 a.m. to 4 p.m.

**Location:** BB124

**To Register:** [seufer@u.washington.edu](mailto:seufer@u.washington.edu)

Register now! Class size is limited.

## New and Revised Patient Education Tools on Health Online

Your online resource for health education materials for UWMC's patients and families: <https://healthonline.washington.edu>

- About Hair Transplantation
- About Your Surgery Experience\* (Rev. 08/2007) - KO, RU, SP, VI
- After Hair Transplantation Surgery
- Be Involved in Your Health Care (Rev. 07/2007) - AM, JA, KO, SO, TA
- Birth Booklet II: Caring for Yourself and Your New Baby (Rev. 09/2007)
- Chemoembolization - KO
- Colectomy (Rev. 08/2007)
- Comfort and Safety During Pregnancy (Rev. 06/2006) - RU, SO, SP
- Comfort Measures for Postpartum Engorgement of the Breasts (Rev. 06/2006) - RU, SO
- Common Concerns About Breastfeeding (Rev. 06/2006) - KO, RU, SO, VI
- Contrast Extravasation (Rev. 09/2007)
- Diphtheria - RU
- Esophagectomy Diet (Rev. 08/2007)
- Exercise After Lung Surgery with Clamshell Approach
- Exercise After Lung Surgery with Thoracotomy Incision
- Guide to Your Head and Neck Cancer Treatment:
  - Cancer of the Larynx
  - Coping with Cancer
  - Internet Resources, Articles, and More Information
  - Tips for Talking with Your Health Care Team
  - Your Care After Surgery
  - Your Hospital Stay
  - Your Pre-Surgery Treatment
- How Is Breastfeeding Going? (Rev. 06/2006) - SO
- Information Channel Text (Rev. 08/2007) - JA
- Lower GI Exam (Rev. 07/2007)
- Menopause without Hormones (Rev. 07/2007)

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## Health Online: Educational Materials for Patients and Families

### Health Online: Focus on Ready-to-Print Education Materials

UWMC-authored patient education documents were relatively small in number when *Health Online* was born. The resource began as a complete inventory of all patient education materials used by the medical center, whether authored by UWMC or other sources, with full-text documents included as available.

But how times have changed! We now have nearly 1,700 UWMC-authored documents on *Health Online*, over 1,300 of which are available for printing. Also, a new feature on *Health Online* allows us to "deep-link" to other Web sites with full-text documents. With a few clicks, clinicians can access and print a wide variety of patient education materials – both those authored by UWMC and many available on other approved Web sites.

This growth means that we are now refining the *Health Online* inventory. Over the next three years, we will be streamlining the database to include only records that are UWMC-authored (whether or not available as full-text) and documents by other sources for which we have links to full-text.

Questions? Contact Pam Youngans at 598-7947 or [pamy@u.washington.edu](mailto:pamy@u.washington.edu).

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### New and Revised Patient Education Tools

Continued from front

Nutrition Tips to Help Prevent Nausea and Vomiting

Rapid Response Team\*

Services for Patients and Families

Staying Overnight at the Hospital (Rev. 08/2007) - SP

Urodynamics Testing

Vein Ligation and Stripping (Rev. 08/2007)

Warning Signs After Birth (Rev. 06/2006) - SO

Warning Signs During Pregnancy (Rev. 06/2006) - SO

When a Loved One Dies in the Hospital

\* See "Featured Patient Education Materials" article in this issue.

All of the above are available in English. For translations, refer to this key:

AM=Amharic, CH=Chinese, JA=Japanese, KO=Korean, RU=Russian, SO=Somali, SP=Spanish, TA=Tagalog, VI=Vietnamese

### Information Channel Updated

UWMC's Information Channel, on Channel 2 in patient rooms, was updated this summer. Two new slides were also added – one to inform patients and families about our system of checking two identifiers, and one with contact information for patient and family concerns or complaints. These additions are in alignment with standards set by The Joint Commission.

The Information Channel provides information to patients and families about services available at UWMC. Staff who assist with inpatient check-in can help patients by showing them Channel 2 on their TV. Handouts of the content from the Information Channel are available on *Health Online* at <https://healthonline.washington.edu/>.

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## Featured Patient Education Materials

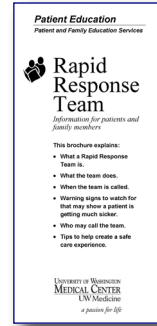
Materials in this column are available on *Health Online* at <https://healthonline.washington.edu>.

### About Your Surgery Experience

Recently updated to reflect current practice guidelines and new facility information, this document now is available in two formats: full-page handout and half-page booklet.

The full-page handout is ideal to e-mail as an attachment to patients or to put on a Web site for a patient to download. It's also easily printed from *Health Online*.

The half-page booklet is ideal for keeping in inventory, ready to be handed or mailed to patients. These booklets are available at Materials Management; request document UH1761 from the online Forms Repository, <https://know1.mcis.washington.edu/forms/>.



If you have previous versions of this booklet, please use up your supply then place an order for the new version. For questions about this revised booklet, contact Shelley Deatrack at [shelleyd@u.washington.edu](mailto:shelleyd@u.washington.edu).

### Rapid Response Team

This new brochure explains the purpose of a Rapid Response Team and the warning signs to watch for that would indicate a need to call the Team. If staff or family members notice that a patient's status is declining unexpectedly, the Team may be called in to prevent a potential emergency. UWMC's Rapid Response Team was formed last year and is one of many ways we have joined with the national effort to avoid preventable deaths in the hospital setting. For questions, contact Sheryl Greco at [sagreco@u.washington.edu](mailto:sagreco@u.washington.edu).

## Successful Documentation Strategies

The two-week patient and family education documentation awareness campaign this summer used CIS audit monitoring to help identify best practices for areas that improved or model strong education documentation practices. 8-North, 8-Northeast, 7-Southeast, 6-Northeast, and 6-Southeast met our goal of 90% compliance or improved documentation by as much as 20% on select patient education documentation fields in a pre-post measure. These units identified using the following strategies for their successes:

- Weekly audit of three active charts using the *Multidisciplinary Tracer Methodology Review Form* on the PCS Web site to reinforce documentation practices. (Choose the Accreditation Readiness tab at <https://departments.medical.washington.edu/uwmcpcs/>.)
  - Use of a documentation macro, such as Rehab Profile for specific diagnoses that must be completed for every patient.
  - At least once-a-week interdisciplinary rounds where care plan goals are discussed and patient and family members are invited to participate.
  - Brief discussions with staff during meetings and distribution of both documentation tip cards, as well as flowchart handouts and tips specific to area's documentation practices.
- A giant thank-you to all care areas for your work to achieve our successful TJC site visit.



## Patient and Family Advisors Wanted

When you think of a patient or a family member who could help improve the care experience at the medical center, who comes to mind?

You may be thinking of people who have had good – and some not so good – experiences at the medical center and want to help make it better for others. They are people who can talk about their experiences and who listen to others. They are able to share effectively in a group setting, interact well, and want to make a positive contribution to the medical center.

You may be thinking of someone you met in a clinic, on a unit, in a support group or class. These are the people who can serve as UWMC Patient and Family Advisors.

We are actively recruiting advisors to serve on one of five advisory councils (Rehabilitation Services, Inpatient Oncology, Neonatal Intensive Care Unit, Perinatal, and Intensive Care Unit), numerous UWMC committees, and/or one-time focus groups.

Please send contact information (names and phone numbers or U-numbers) to Hollis Guill Ryan ([hollisr@u.washington.edu](mailto:hollisr@u.washington.edu)). For questions, e-mail Hollis or call her at 206-598-2697.

### Patient and Family Education Committee Members

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

Rosanna Atienza, Ida Boecksteigel, Susan DeHoog, Sherry Dodson, Andrea Dotson, Cézarne Garcia, Linda Golley, Philip Hainley, Mary Ellen Hambling, Dori Khakpour, Vickie Kolios, Nancy Lansbury, Stacia Lee, Mary Beth Lum, Gary Martin, Laura Matheson, Karen McDonough, Judith Mentzer, Bridget O'Connor, Janet Parker, Nancy Poland, Jack Roberts, Carrel Sheldon, Nancy Colobong Smith, Leah Spacciantie, Julie Sprinkle, Rose Sutton, Nancy Tvedt, Margrit Walde, Terry Way, Nancy Whittington

Please route this issue of *Patient Educator* to your clinical staff. This issue and previous issues are available online through links from the home page of *Health Online* (<https://healthonline.washington.edu>) and the PFES Web site (<https://depts.washington.edu/pfes>).