



SPRING 2007

## Health Information Resource Center Opening More Doors to Health



The Health Information Resource Center (HIRC) at University of Washington Medical Center is open from 10 a.m. to 2 p.m., Monday through Thursday. The HIRC provides high quality, individualized health information to patients, families, staff, and community members.

For someone who has been newly diagnosed, it can be a place to seek in-depth information with the aid of staff trained to find the most useful and credible materials. Visitors to the HIRC have

access to four computer stations, where they are able to search for health information on a number of 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 have discovered the HIRC during their stay here at UWMC,” says Andrea Dotson, manager of the HIRC. “It’s so fulfilling to know people have found a “comfort zone” at the HIRC and want to come back and let us know how they’re doing.”

In addition to computer access, the HIRC also has a business center with access to a fax machine, copier, printer, and telephone. For more information, call the Health Information Resource Center at 598-7960, or e-mail [healthed@u.washington.edu](mailto:healthed@u.washington.edu).

## Time to Update Your Essential Patient Education and Information Materials

Attached to this issue of *Patient Educator* is an updated list and ordering instructions for UWMC’s core set of patient education and information materials that every clinic and unit should have in stock. These tools, in addition to the education materials unique to your patient’s care needs, reinforce your team’s high-quality patient and family teaching.

## Patient and Family Advisors Wanted

Will you help us identify potential advisors? Patient and Family Centered Care is recruiting advisors to serve on advisory councils (Rehabilitation Services, Inpatient Oncology, Neonatal Intensive Care Unit, Perinatal), committees (UWMC Patient and Family Education, Vision and Process, Resource Center, Forms Review), or one-time focus groups.

Please send names and phone numbers or U-numbers of potential advisors to Hollis Guill Ryan, [hollisr@u.washington.edu](mailto:hollisr@u.washington.edu), or call 598-2697.

## Information Channel Update

The Information Channel, a 12-minute slide show about UWMC resources that runs on channel 2 on the patient room TVs, has recently been updated. Details about the Health Information Resource Center, Web-based, free CarePages for patients and family members, and new contact information, hours, and/or locations for some of our services are included.

If you work on an inpatient unit, please take a moment to introduce channel 2 to your patients and their families. The slide show text is also available in handout form from the Forms Repository (UH2159).

## Easy Writer Training

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

Date/Time: May 14, 2007, 9 a.m. to 4 p.m.

Location: SCC 242

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

<https://healthonline.washington.edu>

Health Online is UWMC’s patient and family education materials inventory and distribution Web site.

Be Involved in Your Care

Bypass Surgery

Caring for Yourself and Your New Baby (Birth Booklet Part 2) - SP

Chemoembolization - CH, RU, SP, VI  
Cleaning Leg Bags and Overnight Bags - SP

Do You Need to Lose Weight?

Dupuytren’s Disease

Endovascular Procedures

Eyelid Surgery Blepharoplasty - KO

Eyelid Surgery: What to expect after your operation - KO

Ganglion Cysts

Guide to Your Weight Loss Surgery (manual)

Hand Surgery Instructions: Post-operative care - CH, KO

Hand Surgery: Pre-operative instructions (Rev. 02/2007)

Heart-Healthy Guidelines

How to Breastfeed: Latching On - SP

Leg Bag Assembly - SP

Managing Diabetes

Mastoidectomy - KO, RU, SP, VI

Medicines to Avoid Before Surgery (Rev. 12/2006)

Memory Aids for Taking Medications - SP

Meniere’s Disease - RU, SP, VI

MRI of the Head - RU, SP, VI

Nose Bleeds - KO, RU, SP, VI

Obstetrical Hypertention Consult Clinic - SP

Osteoarthritis of the Hand

Pain Management (Rev. 03/2007)

Parking and Transportation - SP

Continued on back

## New and Revised Patient Education Tools

Continued from front

Patient Family Housing - SP  
Peripheral Arterial Disease  
Peritoneal Catheter Care  
Pilonidal Cyst Surgery  
Planning for Your Hospital Stay: When you deliver your baby - SP  
Pregnancy and Giving Birth (Birth Booklet Part 1) - SP  
Rehabilitation Medicine Outpatient Clinic (Rev. 01/2007)  
Surgical Removal of Acoustic Neuroma Tinnitus - KO, RU, SP, VI  
Transtympanic Cochlear Perfusion Therapy - KO, RU, SP, VI  
Tunneled Catheter Care: With flush instructions for hemodialysis and plasma exchange catheters  
Tunneled Catheter Care: Your guide to hemodialysis and plasma exchange catheters

\* 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, VI=Vietnamese

## Featured Patient Education Materials

### *Be Involved in Your Health Care*

This new essential handout replaces the handouts, *For Your Visit* and *Partnering With Our Patients to Make Health Care Safer*. It is intended to help patient and their families improve their health care outcomes and to prevent medical errors.

"On behalf of the Patient Safety Committee, we encourage you to distribute this brochure to all patients in your area. We have included new language to encourage patients to report any safety concerns to the manager of the department where care is received. If this does not suffice or if the manager is not available, a patient can report the concern to a Patient Relations Representative," said Julie Duncan, Director, Center for Clinical Excellence, and Mary Ransom, Project Manager, Center for Clinical Excellence.

The handout covers such important patient safety topics as how to talk to health care providers, managing medications, involving friends and family in their care, and more. Start-up copies of this handout were distributed to all clinical areas.

### *Resources to Quit Smoking or Using Tobacco*

This handout was recently updated. Please recycle any earlier versions you may have. Some contact information has changed and some programs previously listed are obsolete.



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

### *Writing Patient Education Materials*

## Standardized Headers and Safety-related Content

Have you ever tried to write a patient education handout and experienced "writer's block" because you didn't know how to organize the information?

Writing handouts is now a lot easier – just use our new guidelines on subheaders to use based on your main topic. The main topic categories are:

1. *Diagnosis/ Condition/ Disease*
2. *Medications*
3. *Pre-procedure information*
4. *Procedure information*
5. *Post-procedure information*
6. *Health Promotion/Prevention/Lifestyle*

The guidelines also include standard language to use about safety, prevention of medical errors, and reporting of concerns. We encourage you to use this content for handouts on procedures, hospital stays, illness prevention, and elsewhere as needed.

This document is available to download at [http://depts.washington.edu/pfes/pdf/Standardized\\_Language.pdf](http://depts.washington.edu/pfes/pdf/Standardized_Language.pdf). For questions, contact Laura Seuferling, [seufer@u.washington.edu](mailto:seufer@u.washington.edu). Thanks to the Vision and Process Committee, a workgroup of the Patient and Family Education Committee, for their efforts in the creation of this resource.

### *Patient Education Documentation Performance Stats Available Online on HBI*

Many of our hospital units are achieving UWMC's goal of 90% or higher for patient education in areas such as *Tailoring Your Education to Your Patient's Unique Needs*, *Short Term/One-time Teaching Encounters*, and *Preparing Your Patient for Their Care After Hospitalization*. Patient Education Documentation for each unit is now available on HBI (Horizon Business Insights) to help you prepare for team education activities. Your information is available to view and to print unit-specific color bar graphs at [http://hbi.amc.washington.edu/hbi\\_viewer/default.asp](http://hbi.amc.washington.edu/hbi_viewer/default.asp). Click *UWMC, Clinical Management, Patient Ed Documentation*. If you have any questions, need assistance, or have comments, please contact Carrel Sheldon at 598-7498 or [carrels@u.washington.edu](mailto:carrels@u.washington.edu).

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### **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, Karen McDonough, Judith Mentzer, Bridget O'Connor, Janet Parker, Nancy Poland, Jack Roberts, Laura Seuferling, Carrel Sheldon, Nancy Colobong Smith, Leah Spacciante, Julie Sprinkle, Rose Sutton, Nancy Tvedt, Margrit Walde, Terry Way, Nancy Whittington



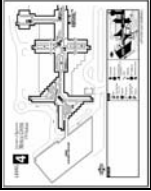


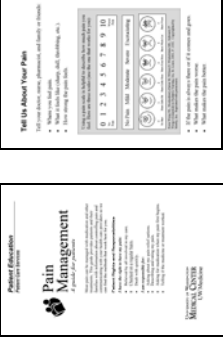
Please put this issue of *Patient Educator* in your Patient Education Resource Toolkit (under the last section, "Newsletter"). This issue and previous issues are available online through links from the home page of *Health Online* (<https://healthonline.washington.edu>) and the PFES Web site (<https://depts.washington.edu/pfes>).








# Essential Patient Education and Information Materials at UWMC

There are many patient education and information materials that reinforce your team's high quality patient teaching. The list below is provided to establish a core set of patient education and information materials that every UWMC clinic and unit should have to give to patients and their families to reinforce their partnership in the UWMC care experience. If materials are available in non-English languages, this is noted under "Description and Order Information."

Document	Description and Order Information
<p><b>About Your Surgery Experience, 2005</b></p>	<p>Discusses the surgery experience at UWMC. Includes pre-surgery clinic visit, medication restrictions before surgery, anesthesia, the day and morning before surgery, arriving at the hospital, pre-operating area and recovery room processes, and home care instructions. Includes a flow chart of the surgery experience, telephone contacts, and maps. Also available in Russian, Spanish, Korean, and Vietnamese.</p> <p><b>Order Information:</b>            English: Request document UH1761 from Materials Management On-Line Forms Repository:  <a href="https://knowl.mcis.washington.edu/forms/">https://knowl.mcis.washington.edu/forms/</a>            Russian, Spanish, Korean, Vietnamese: Request by title from Steven Varga, Copy Services, <a href="mailto:csoline@u.washington.edu">csoline@u.washington.edu</a></p>
<p><b>Be Involved in Your Health Care, 2007</b></p>	<p>Informs patients how they can take an active role in the care they receive to help prevent medical errors and to improve their health care outcomes. Includes suggestions on ways to talk to their providers, obtain medical records, involve their friends and family, manage their medications and help prevent infections and safety concerns.</p> <p>This document replaces and combines two documents: "For Your Visit" and "Partnering with Our Patients to Make Health Care Safer."</p> <p><b>Order Information:</b>            Request document by title from Steven Varga, Copy Services, <a href="mailto:csoline@u.washington.edu">csoline@u.washington.edu</a></p>
<p><b>CarePages, 2007</b></p> <ul style="list-style-type: none"> <li>• <i>Flyer</i></li> <li>• <i>Bookmarks</i></li> </ul>	<p>Flyer and bookmarks provide basic information to guide patients in the creation of their personal Web sites.</p> <p><b>Order Information:</b>            Flyer: Request document UH2345 from Materials Management On-Line Forms Repository:  <a href="https://knowl.mcis.washington.edu/forms/">https://knowl.mcis.washington.edu/forms/</a>            Bookmarks: Request document UH2346 from Materials Management On-Line Forms Repository:  <a href="https://knowl.mcis.washington.edu/forms/">https://knowl.mcis.washington.edu/forms/</a></p>
<p><b>Health Information Resource Center, 2007</b></p> <ul style="list-style-type: none"> <li>• <i>Brochure</i></li> <li>• <i>Bookmarks</i></li> </ul>	<p>Discusses location, hours and services of the Health Information Resource Center (HIRC), which is open to patients, families, staff, and visitors to the medical center. Provides information on staffing and business center functions such as access to computer, phone, fax, copier, and printer.</p> <p><b>Order Information:</b>            Brochure and Bookmarks: Contact Andrea Dotson, Health Information Resource Center, 598-7448, <a href="mailto:dotsona@u.washington.edu">dotsona@u.washington.edu</a>.</p>

<p><b>Information About Your Health Care, 2004</b></p>	<p>This document replaces and combines two documents: “Patient Rights and Responsibilities” and “Making Decisions About Healthcare.” “Information About Your Health Care” is also available in Spanish, Russian, and Vietnamese.</p> <p><b>Order Information:</b> Request Document UH2056 (English), UH2056SP (Spanish), UH2056RU (Russian), and UH2056VI (Vietnamese) from Materials Management On-Line Forms Repository: <a href="https://knowl.mcis.washington.edu/forms/">https://knowl.mcis.washington.edu/forms/</a></p>	
<p><b>Joint Notice of Privacy Practices of UW Medicine and Certain Other Providers, 2004</b></p>	<p>Informs patients and their families of their privacy rights, how we use and disclose patient information, and of our commitment to manage their health care information with highest regard for their privacy.</p> <p><b>Order Information:</b> Request Document UH1858 from Materials Management On-Line Forms Repository: <a href="https://knowl.mcis.washington.edu/forms/">https://knowl.mcis.washington.edu/forms/</a></p>	
<p><b>Maps of UWMC, 2007</b></p>	<p>UWMC maps available include: UH1647 All floors; UH1792 Floor minus 1; UH1648 Floor 1; UH1649 Floor 2; UH1650 Floor 3; UH1651 Floor 4; UH1652 Floor 5; UH1653 Floor 6; UH1654 Floor 7; UH1655 Floor 8</p> <p><b>Order Information:</b> Request document(s) by UH number from Materials Management On-Line Forms Repository: <a href="https://knowl.mcis.washington.edu/forms/">https://knowl.mcis.washington.edu/forms/</a></p>	
<p><b>Medication Record Card, 2006</b></p>	<p>A clinic/unit specific tri-fold business card that patients can use to list their medications, allergies, etc.</p> <p><b>Order Information:</b> Contact Pam Youngghans, Patient and Family Education Services, 598-7947, <a href="mailto:pamy@u.washington.edu">pamy@u.washington.edu</a></p>	
<p><b>Medicines to Avoid Before Surgery, 2007</b></p>	<p>Gives instructions about and provides lists of medications – including aspirin, prescription products, herbs and vitamins – to avoid prior to surgery to prevent bleeding problems.</p> <p><b>Order Information:</b> Request document by title from Steven Varga, Copy Services, <a href="mailto:esonline@u.washington.edu">esonline@u.washington.edu</a></p>	
<p><b>Pain Management, 2007</b></p>	<p>Provides information about controlling pain and communicating with health care providers to find methods that work. Two examples of pain scales are provided. Also available in Chinese, Korean, Spanish and Vietnamese.</p> <p><b>Order Information:</b> Request document by title from Steven Varga, Copy Services, <a href="mailto:esonline@u.washington.edu">esonline@u.washington.edu</a></p>	

<p><b>Parking Information for Patients, 2005</b></p>	 <p>Provides information for patients and their families about UWMC parking garages, rates, valet services, and disability parking. Answers frequently asked questions about costs, hours, validation, etc.</p> <p><b>Order Information:</b> Request Document UH1956 from Materials Management On-Line Forms Repository: <a href="https://knowl.mcis.washington.edu/forms/">https://knowl.mcis.washington.edu/forms/</a></p>
<p><b>Partners in Your Care: Hand Hygiene, 2006</b></p> <ul style="list-style-type: none"> <li>• <i>Patient Teaching Brochure</i></li> </ul>	 <p>Informs patients, families and visitors about UWMC's program to encourage them to ask their physicians, nurses and other caregivers about their hand hygiene. By doing so, they will help prevent the spread of infection to themselves and others. This patient teaching brochure is also available in Spanish.</p> <p><b>Order Information:</b> English: Request Document ESI 199709 from Materials Management On-Line Forms Repository: <a href="https://knowl.mcis.washington.edu/forms/">https://knowl.mcis.washington.edu/forms/</a> Spanish: Request Document ESI 199712 from Materials Management On-Line Forms Repository: <a href="https://knowl.mcis.washington.edu/forms/">https://knowl.mcis.washington.edu/forms/</a></p>
<p><b>Patient Comment Cards</b></p>	 <p>Supplies a format for patients and visitors to submit their suggestions, compliments, and complaints about UWMC services, staff, and facilities. Self-mailing, prepaid postage panel is included for easy return.</p> <p><b>Order Information:</b> Request Document UH1738 from Materials Management On-Line Forms Repository: <a href="https://knowl.mcis.washington.edu/forms/">https://knowl.mcis.washington.edu/forms/</a></p>
<p><b>Resources to Quit Smoking or Using Tobacco, 2006</b></p>	 <p>Lists many community resources for people who want to quit smoking and/or using tobacco products. Several types of programs are listed along with toll-free numbers and Web sites.</p> <p><b>Order Information:</b> Request document by title from Steven Varga, Copy Services, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p>
<p><b>Your Discharge Plan, 2005</b></p>	 <p>Explains the discharge planning process at UWMC and the patient's role in the process.</p> <p><b>Order Information:</b> Request document by title from Steven Varga, Copy Services, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p>