



## New Admit Packets Welcome Patients Who Speak Non-English Languages

As of December 2008, non-English-speaking patients admitted to UWMC are being welcomed with a translated admit packet. Packets are available in Spanish, Russian, Korean, Vietnamese, Chinese, Somali, American Sign Language, Farsi, Amharic, and Tagalog.

Admitting, Emergency Room, and Surgery Center staff all have the packets available. To assist staff in admitting the patient, all packets contain the Care Agreement, Financial Agreement, and HIPAA summary. For Spanish, Russian, and Vietnamese, an advance directive is also included.

The packets also contain tools for patients and families to use throughout their hospital stay. Included are translated versions of the room service dining menu, a text version of the information slideshow that runs on patient TVs (Channel 2), and the Inpatient Language Card. This last tool has useful phrases and symbols to help the patients and their care team communicate.

There are also welcome packets for Muslim patients. These contain signs that patients can use to indicate their need for modesty, prayer time, and Ramadan food arrangements.

More translated items, including the booklet "Services for Patients and Families" and the Pain Scale, will be added as they become available. Interpreter Services appreciates your feedback on the usefulness of these admit packets for patients, family, and inpatient staff. Contact Linda Golley, Interpreter Services, 598-4663.



### Patient Safety Video Premiere

## Lights, Camera, Action!

A UWMC-produced video about patient safety will be ready for prime time soon. Starring a cast of our CEO, employees, and patient and family advisors, this video explains our major patient safety goals. Our own Dr. Gene Peterson narrates.

Topics covered in the video are hand hygiene, two patient identifiers, fall and pressure ulcer prevention, and the safe use of patient-controlled analgesia. The video invites patients to play an active role on their health care team. It encourages them to ask providers whether they have washed their hands, as well as to ask to speak with a charge nurse if they feel their medical concerns are not being addressed.

The video will be shown on Channel 2 in patient rooms, available for viewing 24 hours a day. To emphasize the video's content, members of the health care team will be encouraged to turn on their patients' TVs and provide education about important safety initiatives. Patient and Family Education Services will announce when the video has been completed. Contact Cindy Sayre at 598-6913 for more information.

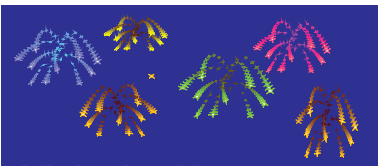


## Are Your Ducks in a Row?

Each year, the PFES team visits all UWMC service areas to make sure each area is stocked with the most essential patient and family education materials. At the same time, our team checks that the handouts in stock are current and approved for in-hospital use.

Unit and clinic managers will be contacted in January 2009 to explain the process and to arrange for the best time for a PFES visit. The goal is to have all areas inventoried and restocked before the Department of Health site visit in April.

Included with this issue of *Patient Educator* is a document entitled "Essential Patient Education and Information Materials" that shows the materials we'll be looking for. If you have questions, contact Pam Younghans at 598-7947, or [pamy@u.washington.edu](mailto:pamy@u.washington.edu).



### Visit the New PFES Web Site!

We are pleased to announce our new, improved Web site! Visit <https://depts.washington.edu/pfes>

## New and Revised Patient Education Handouts on Health Online

Visit *Health Online* for health education materials for patients and families: <https://healthonline.washington.edu>

### Here are new or revised titles for fourth quarter 2008:

- 2009 Perinatal Education Classes
- About Rapid HIV Antibody Testing\* (Rev. 11/2008)
- After Eye Surgery - CH, SP
- Attention and Brain Injury\*
- Bed Rest Guidelines - SO, SP, VI
- Benefits of Breastfeeding (Rev. 12/2007) - KO, RU, VI
- Birth Booklet 1: Pregnancy and Giving Birth (Rev. 12/2007) - SP
- Birth Booklet 2: Caring for Yourself and Your New Baby (Rev. 07/2007) - SP
- Bone Scan - SO, VI
- Cardiac Nuclear Medicine Exam - CH, RU, SP, VI
- Cardiac Services Information\* (Rev. 09/2008)
- Caring for Yourself After the Loss of Your Baby - SO, SP, VI
- Chest X-ray - RU, SP, VI
- Comfort and Safety During Pregnancy (Rev. 12/2007) - RU

Continued on back

## Patient Education Tools

*Continued from front*

Comfort Measures for Postpartum Engorgement (Rev. 07/2007) - RU  
 Common Concerns About Breastfeeding (Rev. 07/2007) - KO, RU, SO, VI  
 Contrast Reaction - CH, KO, RU, SP, TA, VI  
 Delayed Reaction to IV Contrast - CH, SP, VI  
 Depression and Brain Injury\*  
 Diabetes and Pregnancy - SP  
 Diabetes Instructions (Rev. 04/2008) - JA, KO, SP, VI  
 Fatigue and Brain Injury\*  
 Guide to Prenatal Genetic Testing (Rev. 10/2008)  
 How Is Breastfeeding Going? (Rev. 07/2007) - RU, SO  
 Initiation, Planning, Organization, and Brain Injury\*  
 Interventional Radiology  
 Managing Diabetes  
 Memory and Brain Injury\*  
 Myelogram (Rev. 09/2008)  
 Ostomy Care Map - CH, RU, SP  
 Pain, Headaches, and Brain Injury\*  
 PCA (Rev. 04/2008) - RU, SP, VI  
 Pelvic Ultrasound - RU, SP, VI  
 PET Body Scan (Rev. 11/2007) - CH, RU, SP, VI  
 Preventing Pressure Ulcers\*  
 Radiation to the Brain  
 Services for Patients and Families (Rev. 07/2008) - CH, KO, RU, SP, VI  
 Sleep Problems and Brain Injury\*  
 Vascular Dialysis Access  
 Welcome to the Progressive Care Nursery\* (Rev. 10/2008)  
 Your FDG PET Scan

\*Read more about these titles in the "Featured Materials" column.

All titles listed above are available in English. Abbreviations key:  
 AM=Amharic, CH=Chinese,  
 JA=Japanese, KO=Korean, RU=Russian,  
 SO=Somali, SP=Spanish, TA=Tagalog,  
 VI=Vietnamese

### PATIENT EDUCATOR

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## Featured Materials on Health Online

Visit Health Online for these and other patient education materials:  
<https://healthonline.washington.edu>

PFES has been busy revising many patient education handouts and creating new ones, as well. We have several manuals in the works and hope to report their completion in our next newsletter. Here are a few featured titles (see sidebar for the full list of materials completed this quarter):

**About Rapid HIV Antibody Testing (Revised)** – This Labor and Delivery handout explains the importance of HIV testing for pregnant women and describes how to prepare for and what to expect from rapid HIV testing.

**Brain Injury** – Rehabilitation Medicine has created seven new handouts related to brain injury. They cover attention; depression; fatigue; initiation, planning, and organization; memory; pain and headaches; and sleep problems. Each describes how brain injury can affect these functions and how to adapt to changes in function. A list of community resources is included.

**Cardiac Services Information (Revised)** – This handout from the Regional Heart Center and Cardiology describes what follow-up care with a cardiologist is needed after a heart attack, cardiac catheterization lab procedure (such as an angiogram, angioplasty, or stent), arrhythmia, or medicine adjustments.

**Preventing Pressure Ulcers** – Patient Care Services wrote this handout to educate patients and families about the importance of preventing pressure ulcers, what care will be given while in the hospital, and what to do at home to keep from getting them.

**Welcome to the Progressive Care Nursery (Revised)** – The Maternal and Infant Care Center has updated this handout that answers common questions and concerns about the nursery and describes the care given there.

*PFES provides editing for reading level, organization, and content; patient advisor review; and design and formatting services at no charge. If your service area would like to revise existing or produce new education materials, please contact Debby Nagusky, Health Educator, at [dnagusky@u.washington.edu](mailto:dnagusky@u.washington.edu) or 598-0073.*



## Volunteer Spotlight: Richard Verver

The Health Information Resource Center (HIRC) would like to introduce Richard Verver, volunteer *extraordinaire*. Richard volunteers one day a week at the HIRC, where he helps visitors find the health information they are looking for.

Richard is a retired high school history and language arts teacher, husband, father of four, and grandfather of three. He says what he likes most about working at the HIRC is the opportunity to give patients and families a sense of normalcy by helping them use the computers and resources to keep in touch with family and friends. Richard, who was an Oncology patient himself, knows firsthand how important this can be during a long hospital stay. "I like making life a little easier for patients and families."

Richard is an active member of his church and enjoys singing in the church choir, reading, and spending time with his family and his dog, Rosie. He also enjoys writing and has published a book of poetry, *Unexpected Interruptions*, which reflects on his journey with cancer.

His first involvement with UWMC after his treatment for cancer was to join the Oncology Council after Lorie Wild, fellow church member and UWMC Chief Nursing Officer, introduced the idea to him. He is now also a member of the Patient and Family Education Council and the Resource Center Workgroup, bringing an informed patient perspective to all three groups. He also shares his story at Foundations, UWMC's new employee training, to highlight the patient perspective on care provided at the medical center. You can find Richard at the HIRC every Friday, assisting visitors with the resources offered in the center.

**Core Purpose:** We're here to inform patients about their health and empower their decision-making about their health care.

**Please route this issue of Patient Educator to your staff.** Find links to this issue and previous issues online on Health Online at <https://healthonline.washington.edu> and the PFES Web site at <https://depts.washington.edu/pfes>.

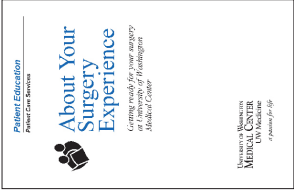
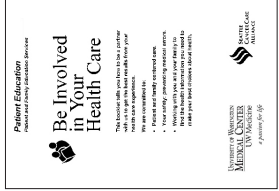

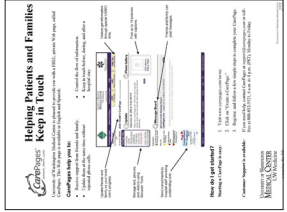
**Patient and Family Education Committee Members:** Jane Anderson, Rosanna Atienza, Susan Barnes, Ida Boecksteigel, Susan DeHoog, Sarah DeProdocini, Sherry Dodson, Andrea Dotson, Linda Golley, Philip Hainley, Mary Ellen Hamblin, Debbie Jones, Leslie Jones, Molly Keeney, Dori Khakpour, Vickie Kolios, Nancy Lansbury, Stacia Lee, Mary Beth Lum, Gary Martin, Sherri McCarthy, Judith Mentzer, Debby Nagusky, Bridget O'Connor, Janet Parker, Nancy Poland, Cindy Sayre, Carrel Sheldon, Nancy Colobong Smith, Leah Spacciante, Julie Sprinkle, Rose Sutton, Nancy Tvedt, Richard Verver, Nancy Whittington, Susan Willard, Pam Younghans





# Essential Patient Education and Information Materials at UWMC

UWMC has many patient education and information materials to reinforce your team’s high quality patient teaching. This document lists the “essentials” – a core set of materials that every UWMC clinic and unit should have on hand to give to patients and their families. These handouts will inform and educate your patients and their families, and will strengthen their partnership with you in their care experience at UWMC.

Document	Languages	Description and Order Information
<b>About Your Surgery Experience</b> 2007	English Korean Russian Spanish Vietnamese	<p>Explains 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, site marking, pre-operating area and recovery room processes, and home care instructions. Includes important telephone numbers and maps.</p> <p><b>TO ORDER:</b>  <b>English, all quantities:</b> Request UH1761 from Materials Management Online Forms Repository: <a href="https://know1.mcis.washington.edu/forms/">https://know1.mcis.washington.edu/forms/</a>  <b>Non-English languages:</b>  <i>Single copies:</i> Print from Health Online, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a>  <i>Multiple copies:</i> Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p> 
<b>Be Involved in Your Health Care</b> 2007	Amharic English Japanese Korean Somali Tagalog	<p>Informs patients how they can take an active role in the care they receive both 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. It also addresses safety concerns.</p> <p><b>TO ORDER:</b>  <i>Single copies:</i> Print from Health Online, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a>  <i>Multiple copies:</i> Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p> 
<b>CarePages</b> 2007 <ul style="list-style-type: none"> <li>• <i>Flyer</i></li> <li>• <i>Bookmarks</i></li> </ul>	English Spanish	<p>Flyer and bookmarks provide basic information to guide patients in the creation of their personal Web sites.</p> <p><b>TO ORDER:</b>                      Find and view document by UH number on Materials Management Online Forms Repository: <a href="https://know1.mcis.washington.edu/forms/">https://know1.mcis.washington.edu/forms/</a>  <b>Flyer, UH2345:</b> Click on <b>View/Print PDF</b> to print copies  <b>Bookmarks, UH2346:</b> Click on <b>View/Print PDF</b> for printing single copies, or order packages of 100 from Materials Management</p>  

**Document**      **Languages**      **Description and Order Information**

**Consent Forms**  
2007

English  
Russian  
Spanish  
Vietnamese

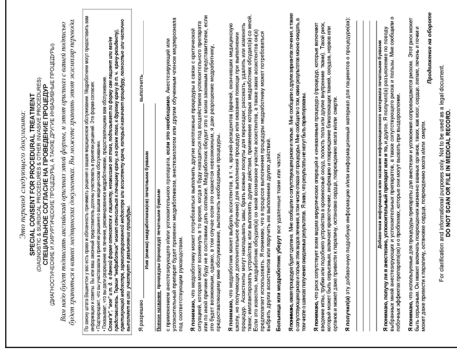
Consent forms for basic procedures at UWMC. The six titles are:

- **Special Consent for Procedural Treatment (UH0173)**
- **Consent for Transfusion of Blood or Blood Components (UH1148)**
- **Refusal and/or Partial Consent for Blood/Blood Component Treatment (UH2063)**
- **Special Consent for Medical Care - Treatment or Testing (UH2224)**
- **Refusal of Treatment (UH2225)**
- **Special Consent for Anesthesia/Sedation (UH2227)**

**TO ORDER:**

Find and view document by UH number on Materials Management Online Forms Repository:  
<https://know1.mcis.washington.edu/forms/>

**English:** Click on **View/Print PDF** to print copies, or click on **Order** to request package of 100  
**Non-English languages:** For UH number, use English-version UH number followed by two-letter language designation (RU, SP or VI); click on **View/Print PDF** to print copies



**Health Information Resource Center**  
2007

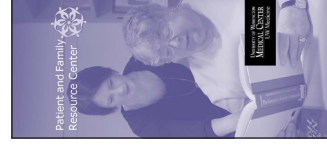
- **Brochure**
- **Bookmarks**

English

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 computer, phone, fax, copier, and printer use.

**TO ORDER:**

Contact Andrea Dotson, Health Information Resource Center, 598-7448,  
[dotsona@u.washington.edu](mailto:dotsona@u.washington.edu).



**Information About Your Health Care**  
2007

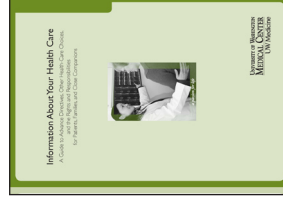
English  
Russian  
Spanish  
Vietnamese

Contains information about advance directives, rights and responsibilities, and understanding medical records for patients, families, and close companions. Health Care Directive and Durable Power of Attorney forms are included.

**TO ORDER:**

Find and view document by UH number on Materials Management Online Forms Repository:  
<https://know1.mcis.washington.edu/forms/>

**English, UH2056:** Click on **Order** to request package of 25  
**Non-English languages:** For UH number, use English-version UH number followed by two-letter language designation (RU, SP or VI); click on **View/Print PDF** to print copies



Document	Languages	Description and Order Information
<p><b>Joint Notice of Privacy Practices of UW Medicine and Certain Other Providers</b> 2004</p>	<p><b>Brochure:</b> <i>English only</i> <b>Summary:</b> Japanese Chinese Korean Russian Somali Spanish</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>TO ORDER:</b> <b>English, UH1858:</b> Find and view document on Materials Management Online Forms Repository: <a href="https://know1.mcis.washington.edu/forms/">https://know1.mcis.washington.edu/forms/</a>; click on <b>View/Print PDF</b> to print copies, or click on <b>Order</b> to request package of 25 <b>Non-English languages (One-page summary):</b> Go to <a href="http://depts.washington.edu/comply/hipaa_notices.shtml">http://depts.washington.edu/comply/hipaa_notices.shtml</a>; click on PDF icon by language to view and print from PDF</p>
<p><b>Keeping You Safe</b> 2009</p>	<p>English</p>	<p>For patients and visitors. Explains steps taken by UWMC staff to prevent falls in the hospital, including daily risk evaluations, and the importance of using the call light to ask for help as needed.</p> <p><b>TO ORDER:</b> <i>Single copies:</i> Print from Health Online, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> <i>Multiple copies:</i> Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p>
<p><b>Maps of UWMC</b> 2009</p>	<p>English</p>	<p>UWMC floor maps available are: <b>All floors (UH1647), Floor minus 1 (UH1792), Floor 1 (UH1648), Floor 2 (UH1649), Floor 3 (UH1650), Floor 4 (UH1651), Floor 5 (UH1652), Floor 6 (UH1653), Floor 7 (UH1654), Floor 8 (UH1655)</b></p> <p><b>TO ORDER:</b> Find and view document by UH number on Materials Management Online Forms Repository: <a href="https://know1.mcis.washington.edu/forms/">https://know1.mcis.washington.edu/forms/</a>; click on <b>View/Print PDF</b> to print copies</p>
<p><b>Medication Record Card</b> 2006</p>	<p>English</p>	<p>Clinic/unit-specific trifold card with space to list medications, allergies, etc.</p> <p><b>TO ORDER:</b> Contact Pam Younghans, 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</b> 2007</p>	<p>English</p>	<p>Gives instructions about and provides lists of medicines – including aspirin, prescription products, herbs and vitamins – to avoid before surgery to prevent bleeding problems.</p> <p><b>TO ORDER:</b> <i>Single copies:</i> Print from Health Online, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> <i>Multiple copies:</i> Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p>

Document	Languages	Description and Order Information
<b>Pain Management</b> 2007	Chinese English Korean Spanish Vietnamese	<p>Provides information about controlling pain and communicating with health care providers to find methods that work. Two examples of pain scales are provided.</p> <p><b>TO ORDER:</b> Single copies: Print from Health Online, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> Multiple copies: Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p>  
<b>Patient Comment Cards</b>	English	<p>Provides a way for patients and visitors to submit their suggestions, compliments, and complaints about UWMC services, staff, and facilities. Self-mailing, prepaid postage panel for easy return.</p> <p><b>TO ORDER:</b> Find and view document UH1738 on Materials Management Online Forms Repository: <a href="https://know1.mcis.washington.edu/forms/">https://know1.mcis.washington.edu/forms/</a>; click on <b>View/Print PDF</b> to print copies, or click on <b>Order</b> to request package of 100</p> 
<b>Rapid Response Team</b> 2007	English	<p>Describes the activity of UWMC's Rapid Response Team: what the team is, what it does, when it is called and who may call, warning signs to watch for, and tips to help create a safe care experience.</p> <p><b>TO ORDER:</b> Single copies: Print from Health Online, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> Multiple copies: Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p> 
<b>Resources to Quit Smoking or Using Tobacco</b> 2008	English	<p>Lists many community resources for people who want to quit smoking and using other tobacco products. Several types of programs are listed along with toll-free numbers and Web sites.</p> <p><b>TO ORDER:</b> Single copies: Print from Health Online, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> Multiple copies: Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p> 
<b>Services for Patients and Families</b> 2008	English	<p>Describes many UWMC services and facilities that patients, families, and visitors may use. Topics include parking, visiting hours, medical records, where to find food and beverages, and safety. It also defines some terms that patients and families may hear during their stay.</p> <p><b>TO ORDER:</b> Single copies: Print from Health Online, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> Multiple copies: Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p> 
<b>Your Discharge Plan</b> 2005	English	<p>Explains the discharge planning process at UWMC and the patient's role in the process.</p> <p><b>TO ORDER:</b> Single copies: Print from Health Online, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> Multiple copies: Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p> 