

PATIENT EDUCATOR

FALL 2008



UNIVERSITY OF WASHINGTON
MEDICAL CENTER
UW Medicine

Cindy Sayre Joins PFES



Cindy Sayre has been chosen to lead the Patient and Family Education Services Department (PFES). Cindy is an adult nurse practitioner with a specialty in diabetes management, an area where her philosophy that “knowledge is power” is particularly relevant for the scores of patients she works with. About her diabetes education work, she says, “I love being able to provide education to patients and their families. It gives them the tools they need to cope successfully with the complexities of diabetes management.”

Cindy’s strong belief in the value of patient education and her familiarity with people, departments, and systems at UWMC make her a natural choice for PFES, and her new team members are thrilled with the insights and skills she brings. About her new responsibilities with PFES, Cindy remarks, “I look forward to finding opportunities for PFES to continue to collaborate with clinicians at the medical center.”

In addition to working with PFES, Cindy is also lead Clinical Nurse Specialist. In that role, she collaborates with multidisciplinary teams throughout UWMC on quality improvement projects such as fall prevention and vaccination administration.

Cindy invites you to contact her with any questions or comments, at 598-6913 or csayre@u.washington.edu.

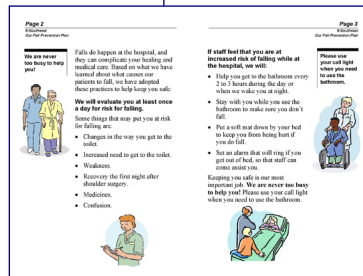
Fall Prevention Gains Attention

September 18 was designated Fall Prevention Day by Governor Gregoire. Falls in the hospital are one of the most common adverse events and may lead to life-threatening injury.

Nurses on 6-Southeast recently analyzed the falls that have happened on their unit over the last few years. They quickly saw patterns. For example, patients who had undergone shoulder surgery were more likely to fall on the first post-operative day than other patients.

To address the specific fall risks on 6-Southeast, the nurses developed a patient education tool, “Our Fall Prevention Plan.” This handout will be given to each patient and describes the fall prevention plan for the unit. It includes items such as, “If we think you are at risk to fall, we may put a soft mat by your bed.”

Would a handout like this work on your unit? Please call PFES Health Educator, Debby Nagusky, at 598-0073, or Cindy Sayre at 598-6913 to discuss.



Interpreter Services			Inpatient Language Card		
PICTURES	RUSSIAN	ENGLISH	PICTURES	RUSSIAN	ENGLISH
	Фойеркамае ванная	Activities		Использовать туалет	Use the bathroom
	Одеяло	Blanket		Душ	Shower
	Лекарство	Pill		Мыть руки	Wash hands
	Телевизор	Television		Личные вещи	Personal belongings
	Титры (текст, без звука) или субтитры на экране на русском языке	Closed Caption		Одежда	Clothes
	Кинофильмы	Movies		Очки	Glasses
	Книга	Book		Туфли	Shoes
	Журнал	Magazine		Съемные протезы	Dentures
	Пища, еда	Food		Слышащий аппарат	Hearing aid
	Меню	Menu		Телефон	Telephone
	Вода	Water		Ручка	Pen

Staff may call for telephone or in person interpretation at any time 598-4425
(Please specify which type of session is desired.)

Updated and New Language Cards

PFES and Interpreter Services are pleased to announce that the Language Cards have recently been updated, and are now available on *Health Online*.

Inpatient and outpatient Language Cards provide graphics and phrases in nine different languages to assist in communication between patients, families, and their care providers.

In addition to new graphics and phrases, there are two new languages: Japanese and Tagalog. Somali and deaf/hard-of-hearing versions will be completed soon.

New or Revised Patient Education Tools on Health Online

Health Online is UWMC’s online resource for health education materials for patients and families: <https://healthonline.washington.edu>

Here are new or revised titles for third quarter 2008:

- 3-Hour Glucose Tolerance Test - CH
- About Your Stay: On 5-Northeast*
- About Your Surgery Experience - JA
- Adult Cystic Fibrosis Clinic (Rev. 08/2008)
- After Your Coronary Intervention Procedure - JA
- After Your Hand Surgery - KO
- Atrial Fibrillation
- Baclofen Trial (Rev. 07/2008)

Continued on back

Health Online

<https://healthonline.washington.edu>

UWMC’s Resource for Patient/Family Education Materials

Searching for Translations?

Tip: There are two ways to search for translated patient education materials on *Health Online*:

1. Search by **KEYWORD** in English (remember to use just ONE word for best results!) using the Search function on the main page. When you find the title you want, click on the blue button for the language needed.
2. Search by **LANGUAGE** to see all patient education handouts in a specific language. From the main page, click on “Translations” in the menu bar. An alphabetic list will appear. Sort by “Language” for a list of all handouts in the desired non-English language.

Happy Birthday to the HIRC!

The Health Information Resource Center (HIRC) is celebrating its second anniversary! Please stop by the HIRC during Patient and Family Education Week, October 20 to 24, to join in the festivities. There will be balloons, treats, and even a raffle, so don't miss out! For more information, call the Health Information Resource Center at 598-7960, or e-mail healthed@u.washington.edu.



**Come Celebrate
the Winners
of the
OUTSTANDING
PATIENT
AND FAMILY
EDUCATOR
Awards!**

Wednesday, Oct. 22
9:30 to 10:30 a.m.
SCC 248/250
Refreshments served

Patient Education Tools

Continued from front

- Bioenergy Treatments* (Rev. 08/2008)
- Breast Care: After the loss of your baby
- Caring for Yourself After the Loss of Your Baby*
- Carotid Angiogram (Rev. 08/2008)
- Colonoscopy: After your test - KO
- Cystoscopy - VI
- Deep Vein Thrombosis (Rev. 06/2008)
- Fall Prevention Fact Sheet - SP
- Herbal Products (Rev. 06/2008)
- Liver Transplant Ultrasound - KO
- Low-Iodine Diet (Rev. 06/2008)
- Methicillin-Resistant Staphylococcus aureus (MRSA) - VI
- Our Fall Prevention Plan*
- Prevention and Treatment of Nosebleeds (Rev. 06/2008)
- Prostatic Ultrasound and Biopsy
- Rubella - RU
- Services for Patients and Families* (Rev. 08/2008)
- Shingles (Herpes zoster) - RU
- Treatment with Warfarin (Coumadin) (Rev. 09/2008)

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

All of the 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

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Editor: Carrel Sheldon, 206-598-7498
carrels@u.washington.edu

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UW Medicine

Patient and Family Education Services

Box 359420

1959 N.E. Pacific St. Seattle, Washington 98195
206-598-7498

Featured Materials on Health Online

As always, PFES has been busy creating new and updating existing patient education materials, available to you on *Health Online* once they are completed. See the sidebar of this, and every, edition of *Patient Educator*, for the list of materials recently completed. Here are a few of the pieces newly written or revised this past quarter:

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

Services for Patients and Families (Revised)

This informational booklet is for all those who spend time at the medical center as a patient, caregiver, or visitor. It includes everything from parking garage hours and information about shuttles, to where to find the Healing Garden, to definitions of the health care providers who comprise a patient's care team. It is a helpful resource to give your patients and their families to help them get familiar with UWMC.

Our Fall Prevention Plan: Keeping you safe on 6-Southeast

This new booklet informs patients and families what care practices specific to the Orthopaedics inpatient unit are being used to prevent falls. (See article on page 1.)

About Your Stay on 5-Northeast

This new booklet orients patients and their families to the inpatient Cardiac unit and covers a range of information, from how to make a phone call from your room to how to prepare for going home.

Bioenergy Treatments (Revised)

This handout lets patients, family members, friends, and caregivers know that these laying-on-of-hands treatments, which include Reiki and Therapeutic Touch, are available to them at no charge at UWMC.



Caring for Yourself After the Loss of Your Baby

This handout assures women that having a range of emotions at this difficult time is normal. It also explains what to expect physically as their bodies return to their pre-pregnant state. It includes some community resources, as well. This handout benefited from patient review from the NICU Advisory Council, who provided feedback that resulted in changing the tone and organization of the document.

As you can see, the range of topics covered in these patient education handouts is broad, and while some are intended for a specific group of patients and families, others are for all who enter UWMC. PFES provides editing for reading level, organization, and content; advisor review; and design and formatting services at no charge.

If your service area would like to revise existing or create new education materials to add to the care you offer UWMC patients and families, contact Debby Nagusky, Health Educator, at dnagusky@u.washington.edu or 598-0073. We would love to work with you!

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 clinical staff. Find links to this issue and previous issues online on the home page of *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

