

# PATIENT EDUCATOR



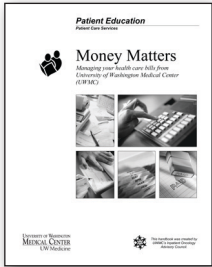
SUMMER 2009



UNIVERSITY OF WASHINGTON  
**MEDICAL CENTER**  
UW Medicine

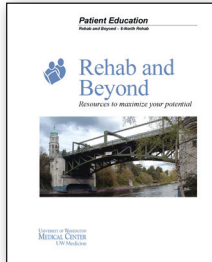
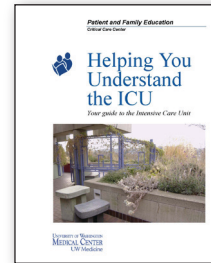
## Major Works: Advisory Council Projects

Three Patient and Family Advisory Councils completed major projects this spring. Each endeavor represents many months of meetings, research, writing, editing, fact-checking, designing, and proofreading. They also demonstrate the teamwork that is the cornerstone of UWMC's approach to health care: patient and family centered care.



In fall 2007, the **Inpatient Oncology Advisory Council** chose to write a handbook about financial issues and patient billing at UWMC. *Money Matters* covers everything from tips for organizing billing paperwork to an extensive glossary of billing terms. This handbook will be a huge help to patients and their families.

The **ICU Advisory Council** met for the first time in spring 2008. Immediately, the group decided to create a handbook for patients and families who find themselves, often unexpectedly, on 5-Southeast or 5-East. Inspired by a manual created by the American Association of Critical Care Nurses, *Helping You Understand the ICU: Your guide to the Intensive Care Unit* helps patients and their loved ones navigate the overwhelming world of intensive care and the medical center, in general.



In 2005, the **Rehabilitation Services Advisory Council** published *Rehab and Beyond*, a comprehensive manual for patients and families who receive care from Rehabilitation Services at UWMC. Last summer, the council saw the need to update and expand the manual. The newly revised manual includes three new chapters: "Managing Caregivers and Attendants," "Phone Numbers and Resources," and "Follow-up." This revised manual improves upon an already invaluable resource for Rehab patients and their families.

## PASCO Goes Patient and Family Centered!

Have you seen the new operating plan yet? If not, you'll be seeing it everywhere before long. Every year, the PASCO strategy for achieving the UWMC mission is updated, and this year, we are proud that the "S" – which stands for Service – will be accomplished by "Strengthening the culture of patient and family centered care." This includes building effective partnerships with patients and their families, referring physicians, and other health care professionals.

Since 2002, providing care that is centered on the patient and their family, rather than on the hospital and its staff, has been a priority at UWMC. We know in our hearts that it is the right thing to do, and our patient satisfaction scores help us know whether we are doing it well.

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### HEALTH ONLINE: UWMC's Resource for Patient/Family Education Materials

**HEALTH**  
*Online*

<https://healthonline.washington.edu>

## All That, and More!

In addition to the list of new and revised titles posted on *Health Online* since April 1, 2009 (see sidebars), we are pleased to tell you about two other large groups of handouts added in the last month. These were:

- **96 new patient teaching handouts authored by Seattle Cancer Care Alliance**, describing individual chemotherapy drugs, their side effects, and special precautions.
- **Over 80 updated Imaging Services handouts**, which now include Harborview Medical Center's logo and contact information. This update is due to the growing partnership between UWMC's and HMC's Radiology departments.

### Clinician Quote

"Without the help of Patient and Family Education Services, we would not be able to provide our patients with so much written material about their operation. We rely on our education materials so much in our daily duties/function. Thank you so much for providing support for us!"

*Sandra Draper, RN, BSN  
Surgical Specialties Center*

### Patient Education Materials 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 second quarter 2009:

- After Your Surgery: For gynecology oncology patients
- Amniocentesis (Rev. 02/2009)
- Bathing and Shaving Before Surgery\*
- Breastfeeding for the Mother Having Surgery (Rev. 04/2009)
- Cleaning Leg Bags and Overnight Bags\* (Rev. 05/2009)
- Complications (Rev. 05/2009)
- Contrast Injections
- Cystic Fibrosis (Rev. 02/2009)
- Deep Brain Stimulation (DBS): For patients with Parkinson's Disease\*
- Deep Brain Stimulation (DBS): For patients with tremor\*
- Deep Vein Thrombosis (DVT) - CH
- Delayed Reaction to IV Contrast - JA
- Diabetes and Meal Planning (Rev. 03/2009)
- Diabetes Mellitus (Rev. 04/2009)
- Food Choice Lists (Rev. 04/2009)
- Guide to Prenatal Genetic Testing - CH, KO, RU, SO, VI
- Headache: After your epidural or spinal anesthetic
- Heart Disease - CH, RU, SP, VI
- Helping You Understand the ICU
- Hypoglycemia (Rev. 04/2009)
- Insulin: Basic facts (Rev. 04/2009)
- Integrated Screen
- Leg Bag Assembly (Rev. 05/2009)\*
- Low Fiber Diet - CH

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## Patient Education Materials on Health Online *continued*

Medicines for Type 2 Diabetes\*  
Money Matters  
Neonatal Intensive Care Unit:  
Photographic tour - SO, SP  
Newborn Circumcision\*  
NICU Parent Mentors - SP  
P-32 Colloid Therapy  
Quad Screen  
Rectal EUS: After your test - CH  
Rehab and Beyond (Rev. 04/2009)  
Resources to Quit Smoking and Using  
Tobacco (Rev. 05/2009)  
Safe Disposal of "Sharps"  
(Rev. 02/2009)  
Sensible Snacks (Rev. 04/2009)  
Services for Patients and Families - CH,  
KO, RU, SP, VI  
Stress Management  
Thyroid FNA  
Thyroid and Parathyroid Surgery: After  
your surgery - CH  
Thyroid Uptake and Scan  
(Rev. 05/2009)  
Travel Tips (Rev. 04/2009)  
Treatment with Warfarin (Coumadin) -  
CH, RU, SP, VI  
Using Your Insulin Pump

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

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



## Send in Your Golden Eddy Nominations Now!

It's time to nominate that individual or team for the Outstanding Patient Educator Award – the "Golden Eddy." Send your nominations now, before your summer kicks into high gear. For a nomination form, visit the PCS Web site: <https://departments.medical.washington.edu/uwmcpcs/pcshomepages/PFES/PFES.htm> or e-mail [carrels@u.washington.edu](mailto:carrels@u.washington.edu).

### 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 working with UWMC staff to create new and revise existing patient education handouts and other materials to improve and add to the information our patients receive. Here are a just a few of the more than 35 English-language titles finalized spring quarter.

**NEW** *Bathing and Shaving Before Surgery* – This new one-page handout from Bone and Joint Surgery Center explains how patients preparing for surgery should use Chlorhexidine gluconate soap.

**NEW** *Deep Brain Stimulation for Tremor and Deep Brain Stimulation for Parkinson's* – These two new in-depth handouts from Neurology describe how to prepare for and what to expect from deep brain stimulation. They will help patients understand this procedure before reading and signing the consent form for these procedures.

*Leg Bag Assembly and Cleaning Leg Bags and Overnight Bags* – Rehabilitation Services and 7-Southeast collaborated to improve these two handouts. The revisions will help patients use and take care of their leg bags.

*Medicines for Type 2 Diabetes* – In table format, this handout from Diabetes Care Center explains the many medicines used to treat type 2 diabetes. It includes the drug name, primary site of action and drug class, how it works, how it is given, and possible adverse effects. It is one of the 30-plus recently completed new and revised Diabetes Care Center handouts.

**NEW** *Newborn Circumcision* – This handout from Maternal and Infant Care Clinic tells parents how to prepare for and what to expect from circumcision. The information it provides is in addition to the talks parents have with their baby's doctor.

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.

## PASCO *continued*

To help us measure our success as we work toward achieving this goal, we will watch a specific patient satisfaction score: *The degree to which you and your family were able to participate in decisions about your care.*

All hospital staff will be encouraged to practice patient and family centered care by helping patients – and their families – participate as much (or as little) in their health care decisions as they want to. And to help staff remember to engage with patients, a teaching slogan is being developed. Soon you will see not only the new PASCO posters throughout the hospital, but you will also be learning to pay attention to each patient as an individual, to drop your preconceptions of what the patient needs or wants, to listen carefully, and to give the patient and family the information that they need and want.

## UWMC and the Death with Dignity Act

Initiative 1000, also known as the Washington State Death with Dignity Act, went into effect on March 5, 2009. This initiative allows terminally ill, competent patients to receive prescriptions for medications that will end their life. This process requires consultation with at least two attending physicians.

UW Medicine has elected to be a participating organization, with these specific parameters:

- Patients will not ingest these medications on UWMC property.
- No UW Medicine provider or other UW Medicine employee is mandated to participate.
- Should a patient inquire about the Death with Dignity Act, or have a related question, the attending physician should be contacted immediately.

The complete APOP policy can be found at <https://depts.washington.edu/medical/Policies%20and%20Procedure/Policy%20Files/DWDAPolicy.doc>.

**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 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, Nancy Chambers, Susan DeHoog, Sarah DeProdocini, Sherry Dodson, Andrea Dotson, Linda Golley, Philip Hainley, Cara Havens, Thomas Hei, Debbie Jones, Dori Khakpour, Vickie Kolios, Nancy Lansbury, Stacia Lee, Gary Martin, Judith Mentzer, Karen Moe, Debby Nagusky, Bridget O'Connor, Janet Parker, Nancy Poland, Maria Ross, Cindy Sayre, Carrel Sheldon, Nancy Colobong Smith, Leah Spacciante, Julie Sprinkle, Nancy Tvedt, Richard Verver, Nancy Whittington, Pam Youngmans

