



## First Annual Maria Hall Award for Excellence in Patient and Family Centered Care



Known for her dedication to improving the experience of receiving care at UWMC,

Maria Hall was a well-loved Patient Advisor who served on the Rehab Services Advisory Council. When she passed away, an award was created in her memory to recognize and honor outstanding patient and family centered care.

The first recipient of the award, **Dr. Julian Davies**, is a physician in adoption medicine who exemplifies the characteristics of patient and family centered care: partnership with patients and families, collaboration, and communication.

In the words of Betty Harrill, who nominated Dr. Davies, he "is adept at providing guidance and support while ensuring the adopting family makes their own decision. He empowers families by providing accessible resources and linking them with other support people to meet their specialized needs." Dr. Davies displays "patience, energy, enthusiasm, congeniality, team spirit, and attention to families' needs. It is not unusual to find him having a quick race in the halls with one of his preschool buddies."

Congratulations, Dr. Davies!

Nominations for Maria Hall Award recipients are welcome all year. For information, go to <http://odt.uwmc.washington.edu/recognition/index.html> and click on Maria Hall Award Criteria.

### PATIENT EDUCATOR

Editor: Carrel Sheldon, 206-598-7498  
[carrels@u.washington.edu](mailto:carrels@u.washington.edu)

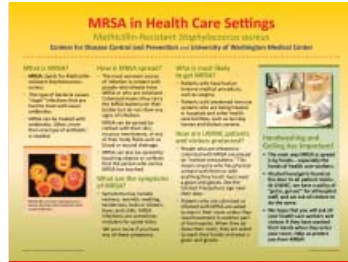
UNIVERSITY OF WASHINGTON  
**MEDICAL CENTER**  
 UW Medicine

Patient and Family Education Services  
 Box 359420  
 1959 N.E. Pacific Street, Washington 98195  
 206-598-7498

## FEATURED MATERIALS ON HEALTH ONLINE

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

PFES continues our work 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 few newly written or revised titles from this past quarter:



**The MRSA Poster** – You will probably start to see this attractive poster displayed in several areas of the medical center. It explains what MRSA is, how it is spread, how to keep it from spreading, and how to protect yourself from it. The staff of 4-Southeast and Healthcare Epidemiology and Infection Control collaborated to produce it.

**Your Heimlich Valve** – Written by 5-Northeast staff, this handout explains what a Heimlich valve is and how to care for one at home.

**MRI Prostate Scan** – This handout, created by Imaging Services, describes how this procedure works, why it is done, and how to prepare for it.

**Protecting Yourself from Airborne Infections (Revised)** – From Healthcare Epidemiology and Infection Control, this handout explains why someone would need to wear an N-95 respirator mask and explains step-by-step how to put one on and take it off safely.

**Prenatal Genetic Testing Handouts (Revised)** – We have revised five handouts authored by staff of the Prenatal Diagnosis Clinic in the Maternal and Infant Care Center. These handouts are titled *Amniocentesis*, *Chorionic Villus Sampling*, *Cystic Fibrosis*, *Integrated Screen*, and *Quad Screen*. They give detailed information and explanations about these tests.

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: Ceola Peoples

The Health Information Resource Center (HIRC) would like to introduce Ceola Peoples, HIRC volunteer *extraordinaire*. Ceola volunteers one day a week at the HIRC, where she assists visitors in finding the information and resources they are looking for.

Ceola has been a volunteer at the HIRC for 2 years. She decided to volunteer at UWMC because she wanted to give back to the community. Ceola says what she likes most about

working at the HIRC is interacting with all the different people she meets. "Every week there is something different, someone new to meet and help. It really makes you feel good – people appreciate everything we are able to do for them, no matter how small it is," says Ceola.

Ceola is retired, having worked for 17 years at Harborview as a Patient Care Coordinator. She also worked at UPS for 31 years and worked both jobs at the same time for 12 years. Ceola and her husband have 3 grown children, 2 grandchildren, and a beloved dog named Sarg.

Ceola and her husband Jethro are avid flyers. Jethro is a pilot, often flying their plane around the Puget Sound area – weather permitting, of course. They are also members of the Corvair Club, a club for people who love Corvair cars.

Ceola also actively volunteers with the Special Olympics. She coaches mentally challenged men and women, ages 25 to 60, in track and field and softball. Ceola's oldest daughter, Yvette, participates in the Special Olympics. Yvette's events include the 50-meter walk, softball throw, and 100-meter walk.

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



# Request for Translation

## Of UWMC-Authored Patient Education Handouts

**S  
T  
E  
P  
S**

1. Select up to five **patient education handouts** that you would like to have translated.
2. Prioritize the handouts in order of need, and fill out a "Priority" box below for each title.
3. Attach a single copy of the document(s) to this form.
4. Return completed form and documents to **Pam Younghans, Patient and Family Education Services, Box 359420**.
5. Questions? Contact Pam at **206-598-7947** or **pamy@u.washington.edu**.

### SECTION 1 – Your Contact Information

Your Name: \_\_\_\_\_ Mail Box: \_\_\_\_\_

Phone: \_\_\_\_\_ E mail: \_\_\_\_\_

Clinic or Department: \_\_\_\_\_

Signature of Manager: \_\_\_\_\_

### SECTION 2 – Handout(s) Requested for Translation

**Priority  
#1**

**Title of handout:** \_\_\_\_\_

**Description:** \_\_\_\_\_

**This handout is used by:**     More than one clinic/unit     Our clinic/unit only

**Date handout was last reviewed for clinical accuracy:** \_\_\_\_\_ (month and year)

**Total number of patients (all languages) who could use this document per month:** \_\_\_\_\_

**Languages requested:** Estimate the number of patients per month who could use this document in:

Spanish \_\_\_\_\_ Russian \_\_\_\_\_ Vietnamese \_\_\_\_\_ Korean \_\_\_\_\_ Chinese \_\_\_\_\_

Other (Language) \_\_\_\_\_ (Number per month) \_\_\_\_\_

**Priority  
#2**

**Title of handout:** \_\_\_\_\_

**Description:** \_\_\_\_\_

**This handout is used by:**     More than one clinic/unit     Our clinic/unit only

**Date handout was last reviewed for clinical accuracy:** \_\_\_\_\_ (month and year)

**Total number of patients (all languages) who could use this document per month:** \_\_\_\_\_

**Languages requested:** Estimate the number of patients per month who could use this document in:

Spanish \_\_\_\_\_ Russian \_\_\_\_\_ Vietnamese \_\_\_\_\_ Korean \_\_\_\_\_ Chinese \_\_\_\_\_

Other (Language) \_\_\_\_\_ (Number per month) \_\_\_\_\_

This form is available online at:

<http://departments.medical.washington.edu/uwmcpcs/pcshomepages/PFES/toolkit/TranslationRequest.pdf>

**Priority  
#3**

Title of handout: \_\_\_\_\_

Description: \_\_\_\_\_

This handout is used by:  More than one clinic/unit  Our clinic/unit only

Date handout was last reviewed for clinical accuracy: \_\_\_\_\_(month and year)

Total number of patients (all languages) who could use this document per month: \_\_\_\_\_

Languages requested: Estimate the number of patients per month who could use this document in:

Spanish \_\_\_\_\_ Russian \_\_\_\_\_ Vietnamese \_\_\_\_\_ Korean \_\_\_\_\_ Chinese \_\_\_\_\_

Other (Language) \_\_\_\_\_ (Number per month) \_\_\_\_\_

**Priority  
#4**

Title of handout: \_\_\_\_\_

Description: \_\_\_\_\_

This handout is used by:  More than one clinic/unit  Our clinic/unit only

Date handout was last reviewed for clinical accuracy: \_\_\_\_\_(month and year)

Total number of patients (all languages) who could use this document per month: \_\_\_\_\_

Languages requested: Estimate the number of patients per month who could use this document in:

Spanish \_\_\_\_\_ Russian \_\_\_\_\_ Vietnamese \_\_\_\_\_ Korean \_\_\_\_\_ Chinese \_\_\_\_\_

Other (Language) \_\_\_\_\_ (Number per month) \_\_\_\_\_

**Priority  
#5**

Title of handout: \_\_\_\_\_

Description: \_\_\_\_\_

This handout is used by:  More than one clinic/unit  Our clinic/unit only

Date handout was last reviewed for clinical accuracy: \_\_\_\_\_(month and year)

Total number of patients (all languages) who could use this document per month: \_\_\_\_\_

Languages requested: Estimate the number of patients per month who could use this document in:

Spanish \_\_\_\_\_ Russian \_\_\_\_\_ Vietnamese \_\_\_\_\_ Korean \_\_\_\_\_ Chinese \_\_\_\_\_

Other (Language) \_\_\_\_\_ (Number per month) \_\_\_\_\_

**Do you know of other patient education materials that are used house-wide that need to be translated?** Please list titles and authoring department, if known.

Title: \_\_\_\_\_ Authoring Dept: \_\_\_\_\_

Title: \_\_\_\_\_ Authoring Dept: \_\_\_\_\_

Title: \_\_\_\_\_ Authoring Dept: \_\_\_\_\_

This form is available online at:

<http://departments.medical.washington.edu/uwmcp/pcshomepages/PFES/toolkit/TranslationRequest.pdf>