



## New Standards from The Joint Commission Regarding Patient Education

**STAFF MEMBERS** of the Patient and Family Education Services team attended a webinar in March sponsored by the national Health Care Education Association, part of whose mission is to “demonstrate the value of a comprehensive approach to health care education and training as an effective management strategy for achieving institutional and individual goals.” The title of the webinar was “Optimizing Patient Education to Meet Joint Commission Standards and Improve Outcomes,” and communication was the theme.

It is estimated more than 300 languages are spoken in the United States, and that more than 90 million Americans have low health literacy, meaning they cannot adequately understand and use health information. Effective communication is critical to the successful delivery of health care services. The Joint Commission (TJC) supports a number of efforts to improve communication between health care professionals and patients. TJC recommends an approach to communicating health information that encompasses language needs, individual understanding, and cultural and other barriers.

The new Joint Commission standards related to patient and family education call for:

- All staff to use plain language in all written and spoken communication with patients
- Translation of all critical pieces in all languages that have populations greater than 1,000 or 5% of the community (whichever is greater)

*More “New TJC Standards” on page 2*

## Maria Hall Award 2011

**TWO OUTSTANDING** champions of patient and family centered care walked the red carpet at the Service Awards celebration as honored recipients of the prestigious Maria Hall Award for Excellence in Patient and Family Centered Care.

**Jennifer Glick**, a Parent Advisor serving on the NICU Advisory Council, has been the volunteer co-lead of the council for many years. In the words of her nominator, “As a graduate parent of the NICU herself, Jennifer has amazing insight into the needs and experience of NICU parents and infants. She works quietly and diligently to ensure that everything possible is being done!”

**Keri Nasenbeny** is the nurse manager of the ICU and serves as the staff co-lead of the ICU Advisory Council. In the three years since the council was formed, Keri has helped manage projects that address the emotional and logistical needs of the patients and families in the ICU. A crowning achievement has been the creation of the ICU Liaison Program. Keri supports the council and the liaison team by encouraging members to constantly question and to ask for more for patients and their families.

The Maria Hall Award for Excellence in Patient and Family Centered Care was created by the Rehabilitation Services Advisory Council in memory of one of its first Patient Advisors, Maria Hall. Maria was truly inspirational in her commitment to improving the patient and family experience while receiving care at UWMC.

Nominations for the Maria Hall Award are accepted year-round. For forms and more information, please visit <http://odt.uwmc.washington.edu/recognition>.



## Exciting News from UWMC’s Health Information Resource Center!

### Longer Hours

Andrea Dotson, health educator and manager of the Health Information Resource Center (HIRC), is pleased to announce that beginning on May 2, 2011, the HIRC will expand its hours.

Until now, the HIRC has closed at 3 p.m., but as of May 2, it will close at 4 p.m., Monday through Friday.

“The number one request from our visitors has been to stay open longer in the afternoon,” says Andrea. “We have a wonderful staff of dedicated and knowledgeable volunteers who make this expansion possible.”

### “Emails to Patients”

The HIRC is now managing an exciting program called “Emails to Patients” that allows family and friends to send a message to someone who is currently an inpatient at UWMC. Harborview has offered this service for a while, and we are pleased to be able to do the same for UWMC patients and families.

To access the service, visit the UWMC home page at <http://uwmedicine.washington.edu/Patient-Care/Locations/UWMC/Pages/default.aspx>. In the “Quick Links” column on the right, click on “Email a Patient” to send a message.

*More “HIRC News” on page 2*

## New TJC Standards

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- Qualified interpreters/translators, with policies and procedures related to their function in the hospital
- Patient access to a support person throughout a hospital visit

TJC representatives will be assessing whether UWMC provides patient education and training based on patient needs and abilities. They will also check to see if we do a learning needs assessment for each patient. This includes an assessment of the patient's cultural and religious beliefs, emotional barriers, desire and motivation to learn, physical or cognitive limitations, and barriers to communication.

As a quick way to see if you are practicing the patient education standards TJC is calling for, ask yourself these questions:

- Can I assess individual patient/family needs?
- Am I aware of patient education materials related to my practice (such as handouts, models, etc.)?
- Do I know how to find handouts on Health Online?
- Do I know how to use the "teach back" method?
- Do I know how to create new or revise existing patient education materials?

If you answered "NO" to any of these questions, please call Carrel Sheldon, PFES Program Supervisor, at 598-7498 or email [carrels@uw.edu](mailto:carrels@uw.edu).

## HIRC News

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Messages are received by HIRC staff, who print and deliver them each weekday. This is an easy way for some family and friends to send messages to their loved ones here in the hospital.

Through our expanded hours and services, the HIRC continues to provide excellent resources and serve as a place for patients and families to seek out credible, reliable health information.

For more information about the HIRC:

- Call 598-7960
- Visit <http://depts.washington.edu/healthed>
- Email [healthed@u.washington.edu](mailto:healthed@u.washington.edu)

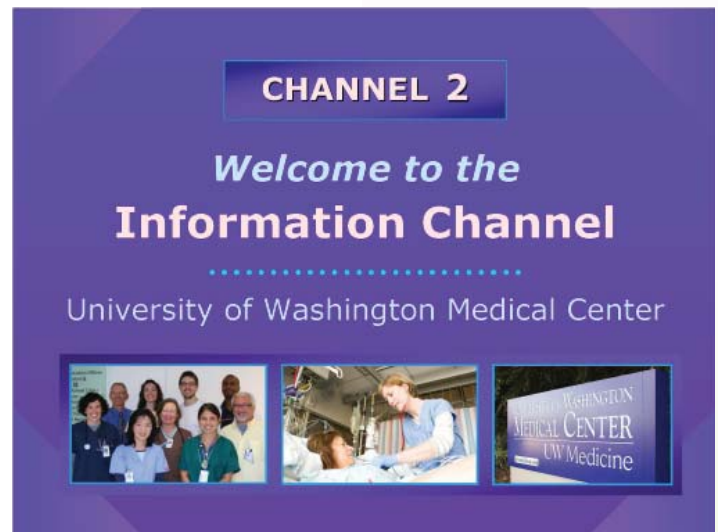
## Coming Soon!

## Updated 2011 Information Channel Slideshow

**THE UWMC** Information Channel (channel 2 in inpatient rooms) is full of useful information for all patients, visitors, and staff at the hospital. Even if you've worked at the medical center for a while, you may learn things you didn't know just by watching the 15-minute slideshow.

The Information Channel covers everything from all the places to buy food in the hospital, to where to park, to patient haircuts, to art, to bioenergy treatments, and lots more. And, we've recently updated existing slides and added a few new ones to make the show even more helpful. We expect the new show to be up and running on channel 2 by April 15.

Take a look at the new Information Channel slideshow and see what's new! Click here: [2011 Information Channel](https://departments.medical.washington.edu/uwmcpcs/pcshomepages/PFES/Information_Channel.pdf). (Or visit [https://departments.medical.washington.edu/uwmcpcs/pcshomepages/PFES/Information\\_Channel.pdf](https://departments.medical.washington.edu/uwmcpcs/pcshomepages/PFES/Information_Channel.pdf).)

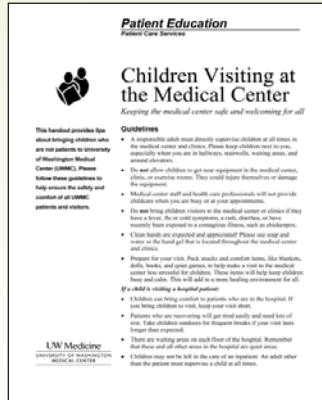


The Information Channel is channel 2 in all patient rooms. The slideshow runs for about 15 minutes and provides helpful information for all UWMC patients and visitors. Included are slides on parking, shuttles, meals for patients, the Plaza Café, rounds, the Health Information Resource Center, how to make long-distance calls, and much more.



These images are four of the new slides in the 2011 Information Channel slideshow.

In this edition of *PatientEducator*, we are focusing on several revised and new patient education handouts that are relevant to all departments at UWMC, both in- and outpatient. All of them were finalized winter quarter, and all are available on *Health Online* at <https://healthonline.washington.edu> or through the Clinical Toolkit. Or, click on each title below.

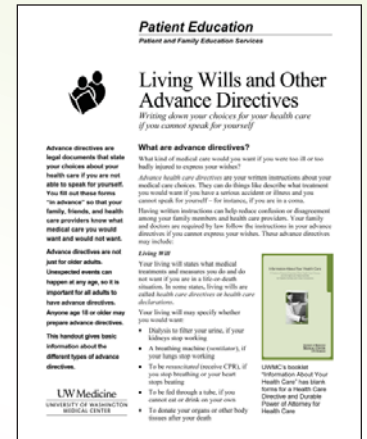


**NEW CHILDREN VISITING AT THE MEDICAL CENTER** – This handout provides tips about bringing children who are not patients to UWMC. It gives guidelines regarding children who are accompanying an adult who has an appointment and when they come with an adult to visit an inpatient. It also gives tips about what to bring to keep children content and occupied, and where to take them to work off extra energy and get a snack or meal. This handout was written by **Kate Boyce**, Project Manager, UWMC Ambulatory Care Division, and **Christine Sampson**, Nurse Manager, Neonatal Intensive Care Unit.

**NEW DRIVING DIRECTIONS AND PARKING** – **Linda Golley**, Manager, UWMC Interpreter Services, suggested creating one comprehensive patient/family handout that gives driving and parking directions for the Roosevelt clinics, UWMC, the Surgery Pavilion, and the Center on Human Development and Disability (CHDD). **Patient and**

**Family Education Services** and Linda collaborated on this project, and we hope you find the result helpful!

**NEW LIVING WILLS AND OTHER ADVANCE DIRECTIVES** – **Cindy Jacobs**, Associate Director, Health Sciences Risk Management, **Cindy Sayre**, Director/Assistant Administrator, Patient Care Services, and the **Patient and Family Education Services** team created this new resource. It gives basic information about the different types of advance directives and planning for decision-making regarding health care if a person is unable to communicate their wishes. It is meant to accompany the UWMC booklet, “*Information About Your Health Care*,” which contains blank forms for Health Care Directive and Durable Power of Attorney for Health Care. We encourage you to encourage your patients to plan ahead, should they ever become unable to speak for themselves.



**REVISED RESOURCES TO QUIT SMOKING OR USING TOBACCO** – With UWMC becoming a smoke-free facility in June, you are likely to use this handout more than you have in the past. We’ve updated it with the latest information for anyone who wants to quit smoking or using other tobacco products. It includes contact information for several stop-smoking programs and facts about physiological changes that occur after quitting.



**REVISED PARTNERS IN CARE** – Formerly called “Be Involved in Your Health Care,” this booklet explains how you and your family can work with your health care providers to get the best results from the health care you receive. It also introduces the three questions the Joint Commission suggested all patients should know how to answer for their best health outcomes:

- **What is my main health problem?**
- **What do I need to do about this problem?**
- **Why is it important to do these things?**

This handout is listed as one of the Essential Patient and Family Education Materials for all UWMC inpatient units and outpatient clinics. Patient and family advisors contributed greatly to the revisions to this resource.

**A Note About Revisions**

When you see that a revised version of a handout that you use is available, please recycle any old ones you have, discard any old electronic files, and start using the current version. The new one will have not only updated contact information, but also the latest clinical information. **It may even have a new title!**

*PFES staff provide editing for reading level, organization, and content; patient advisor review; and design and formatting services at no charge. To revise existing or produce new patient and family education materials, contact Debby Nagusky, Health Educator, at 598-0073 or [dnagusky@u.washington.edu](mailto:dnagusky@u.washington.edu).*

# New, Revised, or Translated Patient Education Materials First Quarter 2011

All titles are available on Health Online at <https://healthonline.washington.edu>

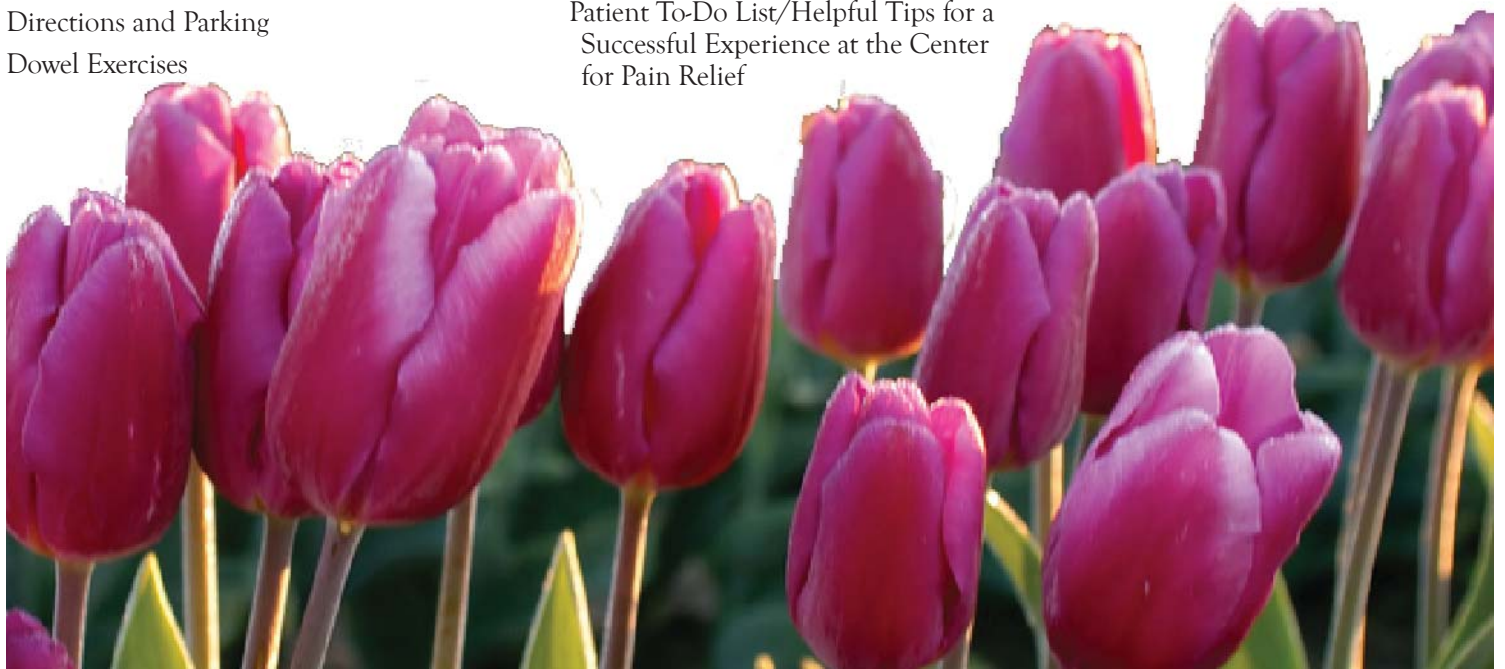
7-Day Fluid Intake/Urine Output Record  
Activities of Daily Living After Lung Surgery  
After Your Oral Surgery  
Alcohol Abuse and Dependency  
Bariatric Medicines  
Before and After Your Facial Plastic Surgery  
Building Ramps and Handrails  
Care After Your Dental Treatment  
Care for the Caregiver  
Caremap: Laparoscopic Gastric Bypass  
Surgery  
Carpal Tunnel Syndrome  
Catheter-Associated Urinary Tract Infections  
Children Visiting at the Medical Center  
Coronary Computed Tomography  
Angiogram (Coronary CTA) (Rev. 01/2011)  
Cosmetic Surgery  
CT Scan Doses  
Cystic Fibrosis Related Diabetes Mellitus  
Diabetes and Pregnancy  
Directions and Parking  
Dowel Exercises

Driving Directions - VI  
Driving Directions and Parking  
EEG  
Esophageal Diet After Surgery  
Esophagectomy Diet  
Facelift Surgery  
Fine Needle Aspiration of the Breast  
Frozen Embryo Transfer Cycle  
Hand Splint  
Imiquimod Cream  
Labor Induction  
Living Wills and Other Advance Directives  
Lovenox  
Nasal Surgery  
Nutrition During Pregnancy When You  
Have Diabetes  
Pain Assessment Scales - CH, KO, RU, SP,  
VI, TA  
Partners in Care (Rev. 01/2011) - CA, CH,  
KO, RU, VI  
Patient To-Do List/Helpful Tips for a  
Successful Experience at the Center  
for Pain Relief

Potassium in Foods  
Resources to Quit Smoking  
and Using Tobacco  
Theraputty Exercises  
Transplant Renal Biopsy  
(Rev. 02/2011)  
Tying Your Shoes with One  
Hand  
Uterine Fibroid Embolization  
- KO  
Virtual Colonoscopy  
Your Neurostimulator Implant  
Your Protein Needs

All titles listed are available in  
English. Language abbreviations  
key:

CA = Cambodian  
CH = Chinese  
JKO = Korean  
RU = Russian  
SP = Spanish  
TA = Tagalog  
VI = Vietnamese



**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 *PatientEducator* to your staff. Find links to this issue and previous issues on *Health Online* at <https://healthonline.washington.edu> and the PFES website at <https://depts.washington.edu/pfes>.

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