A New Advisory Council – For Outpatients!

We are happy to announce the formation of a new Patient and Family Advisory Council. The Outpatient Advisory Council joins UWMC’s five other advisory councils: ICUs Council, Inpatient Oncology Advisory Council, NICU Advisory Council, Perinatal Advisory Council, and Rehab Services Advisory Council.

With 13 Patient and Family Advisors and 8 staff members, the new council will develop a work plan for improving patients’ and families’ experience of care in the outpatient clinics. Advisory councils bring a fresh perspective to UWMC’s intention to provide the highest standard of service, and they have been proving their value since the first councils began.

Do Your Patient Education Handouts Need Translation?

Each year, Patient and Family Education Services (PFES) funds a limited number of translations of UWMC-authored patient education materials. All UWMC service areas are invited to identify their top five patient education documents needing translation into one or more languages. Translation requests are then prioritized using criteria established by the Patient and Family Education Committee.

To qualify for funding, documents must be patient education materials. Surveys, letters, forms, and marketing materials are not included in this funding.

To submit your translation requests, complete the Translation Request form that is included with this issue of Patient Educator and return it to Pam Younghans, Box 359420, by Friday, April 24, 2009. This form is also available online at: https://departments.medical.washington.edu/uwmcpcs/pchomepages/PFES/toolkit/TranslationNeeds.pdf.

Priority for funding is given to documents that are:
• Used by a large number of non-English-speaking patients and families.
• Used in a wide range of clinical settings.
• Reviewed for accuracy within the last three years.
• Targeted to high-risk/problem-prone patient groups.
• Ranked as highest priority on your Translation Request form.
• Supportive of existing PASCO and/or service line priorities.
• Formatted according to UWMC content and graphic standards for patient education materials. (If this criteria is not met, PFES will assist with formatting the material.)

Thank you for your help in improving UWMC’s ability to meet the needs of our culturally diverse patient groups. We look forward to receiving your translation requests.

The Golden Eddy Awards Are Coming!

It’s not too early to be thinking about those colleagues you’d like to nominate for a Golden Eddy Award for Outstanding Patient Educator. Consider an excellent patient education handout, poster, or manual that has been produced, or a patient education project that has been undertaken, within the past year. An individual or team of people made that happen, and we encourage you to nominate them for a Golden Eddy.

PFES will send out nomination forms in June, and our awards ceremony will take place in October. And, it’s NEVER too soon to be planning what gown or tux you will wear for your stroll down the red carpet...
First Annual Maria Hall Award for Excellence in Patient and Family Centered Care

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 pre-school 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.

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.

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 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:
Request for Translation
Of UWMC-Authored Patient Education Handouts

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) ____________

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<td>Description: ____________________________</td>
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<td>This handout is used by:</td>
<td>☐ More than one clinic/unit  ☐ Our clinic/unit only</td>
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<td>Date handout was last reviewed for clinical accuracy:</td>
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<td>This handout is used by:</td>
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<td>Spanish</td>
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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: