



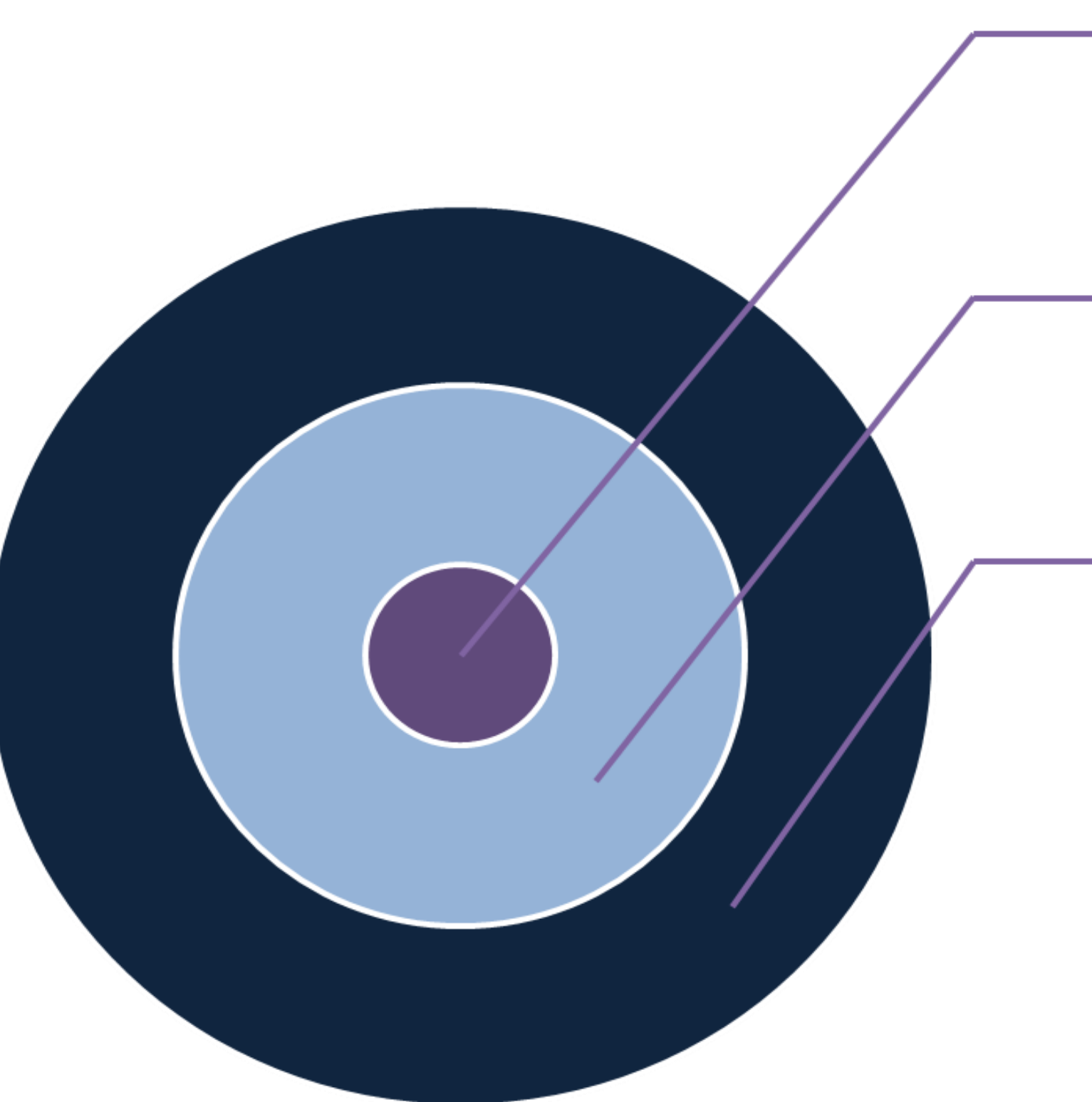
Department of Patient and Family Education

Low Literacy Patient Education: An Integral Part of the Patient Care Plan

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Sample One (Before & After)

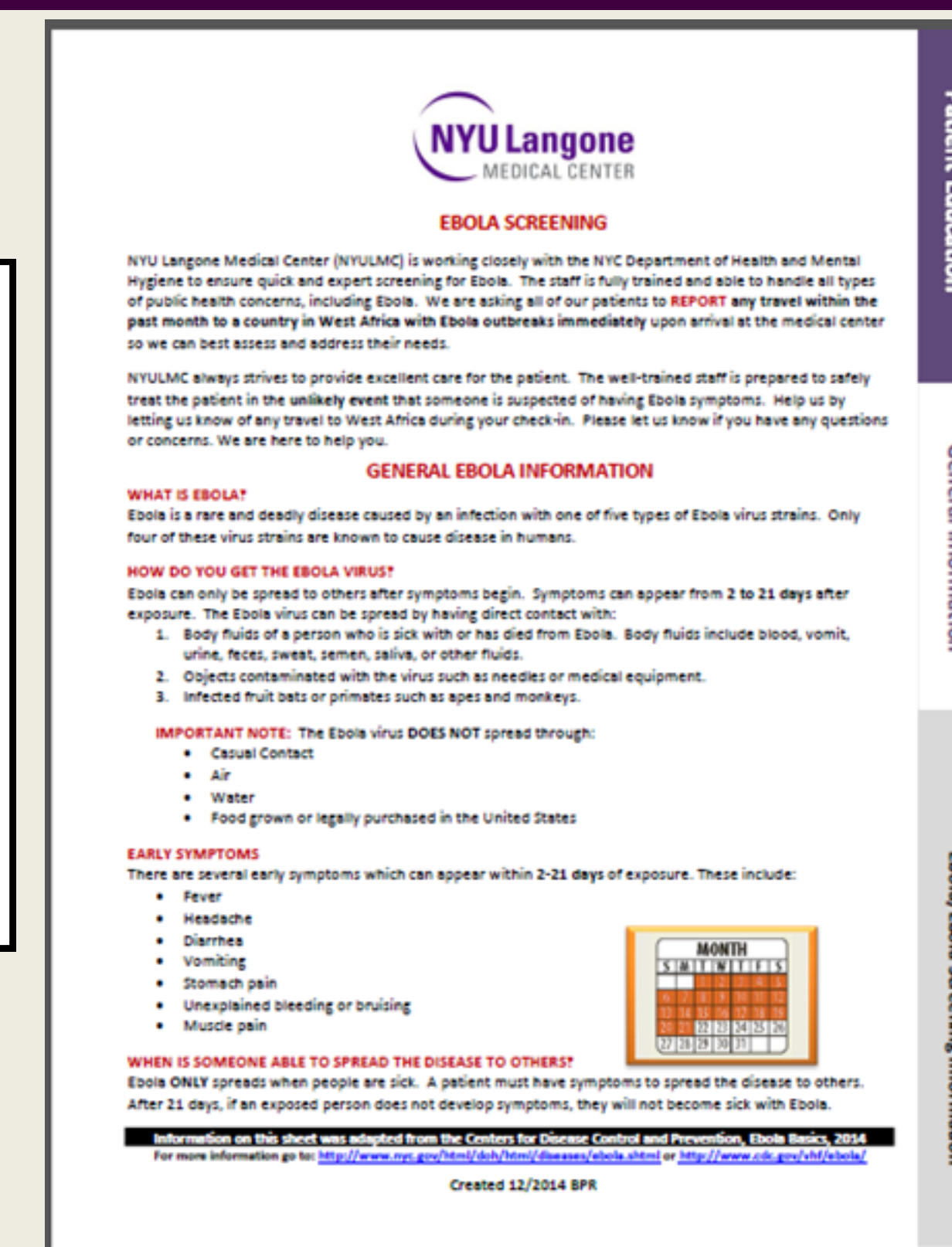
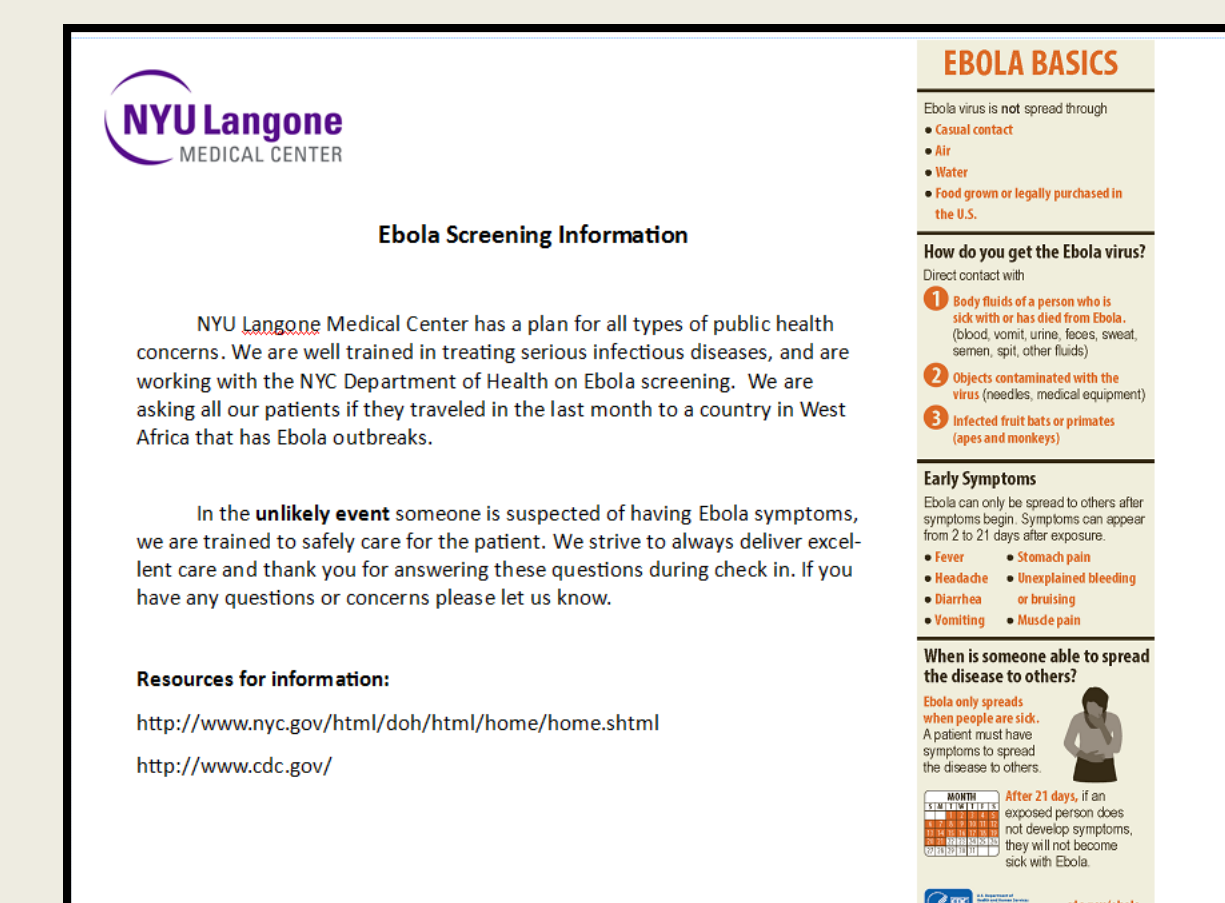


Patients and Families at the Core of every decision

Patient and Family-Centered approach to assure patient safety, enhance patient understanding, and improve patient satisfaction

Continuous review of written materials to be used as tools for active engagement and patient/family with provider communication

Patient Education as a tool for Active Patient/Provider Communication



BACKGROUND

Providing patient and family-centered care means including them in the decision-making process. This approach can only be successful with increased awareness and higher health literacy. At NYULMC, engaging patients in every aspect of their care allows patients the opportunity to become actively involved in their healthcare; they will be able to ask questions; and they can learn the sustainable skills necessary for a speedy recovery to help minimize the possibility of readmission. Patient education is essential to patient safety as well (Weiss, 2007). Increased knowledge leads to better decision-making and ultimately to improved health outcomes. Higher health literacy is helpful to improve medication and medication adherence and helps to increase the likelihood that patients/family members will engage in health lifestyles. Low literacy written patient education materials help to enhance patient understanding. They are valuable teaching tools to improve patient/family member and healthcare provider communication. They are a continuing resource for patients once they leave the medical center. Engaging patients as full partners in their healthcare plan improves overall patient satisfaction and adds to patient's quality of life.

PROBLEMS

- Decentralized patient education processes
- High literacy patient education materials
- Materials not generalizable to diverse populations
- Written patient handouts not used consistently as a communication tool
- Variable language, medical terms and messaging

GOALS

- To establish patient education standards and policies
- To centralize and standardize patient education processes and health messaging for full integration of health information into the Patient Care Plan
- To improve staff and patient access to low literacy patient education materials
- To maintain contact with patients before, during, and after their hospital stay/visit to maintain an ongoing relationship for better overall health outcomes.

METHODS

Development of patient education content guidelines to include:

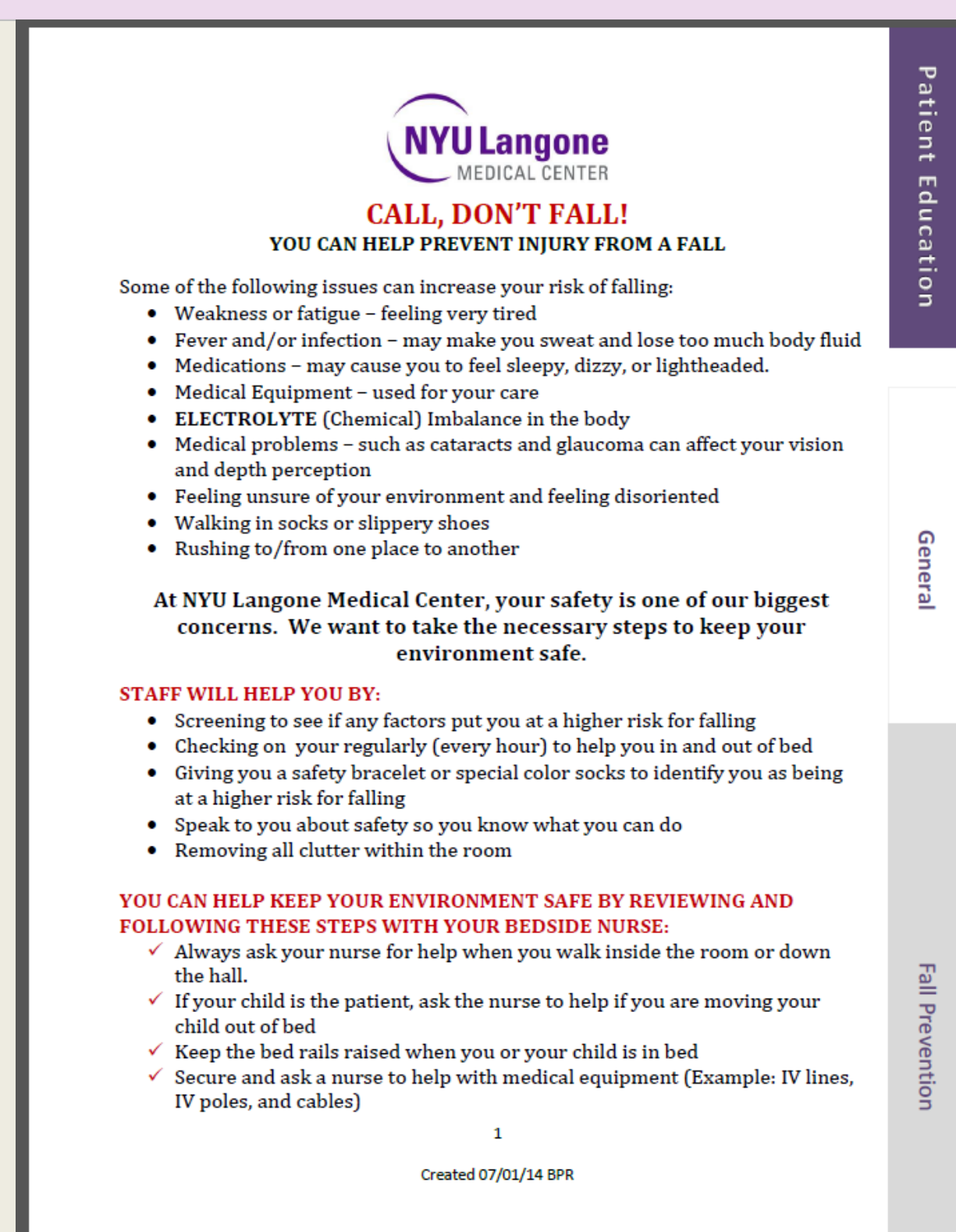
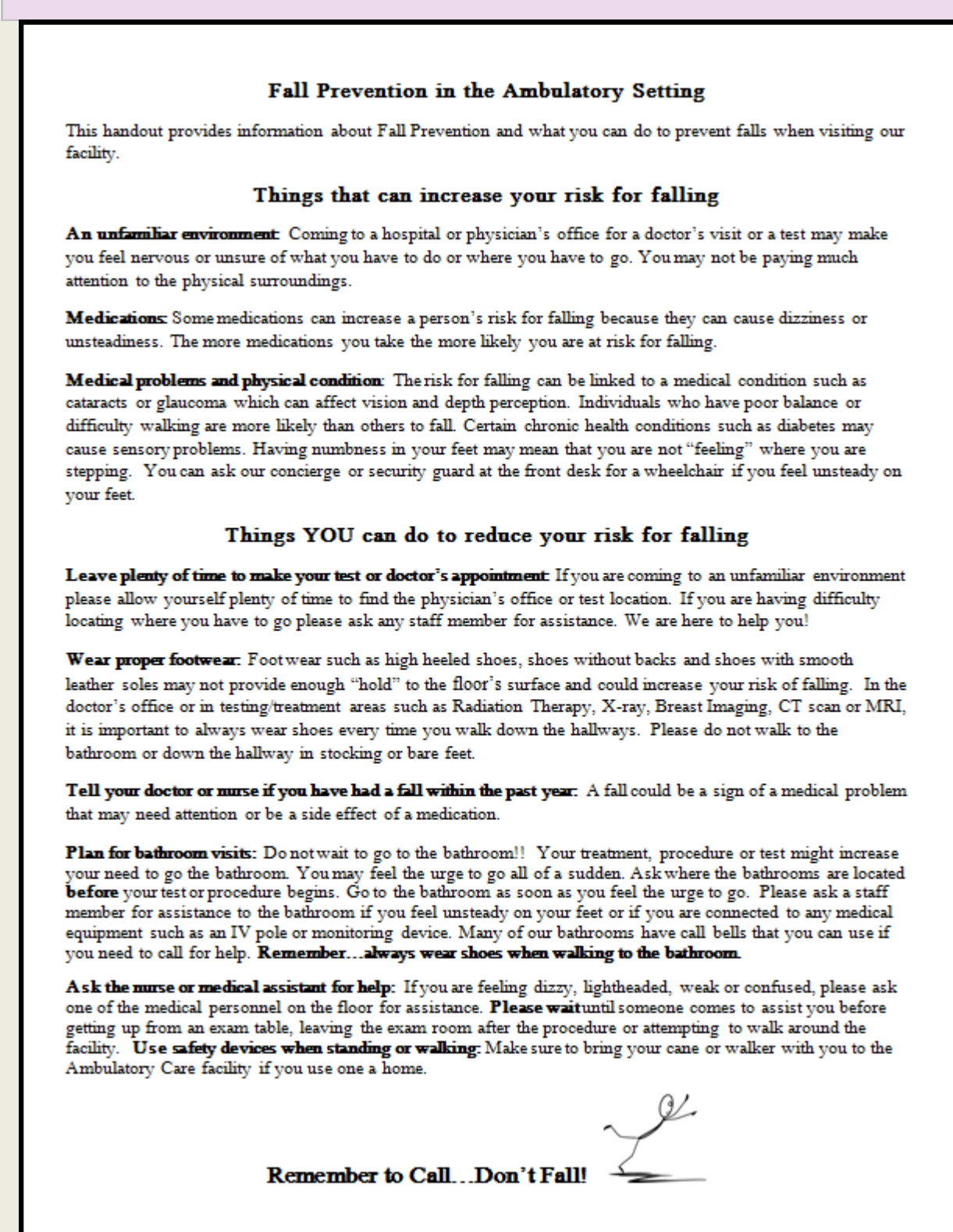
- Established Health literacy guidelines
- Health Literacy Guide provided to assist with creation and revision of patient handouts
- Standard formatting for all materials
- Department head approvals to ensure standard use throughout NYULMC
- Staff trainings/updates at council & clinical practice meetings to increase awareness of new standards
- Patient Education Task Force and Patient and Family Education Council—responsible for reviewing and vetting all patient education handouts
- Review of electronic patient education to ensure appropriateness/applicability of messaging/information

REFERENCE:

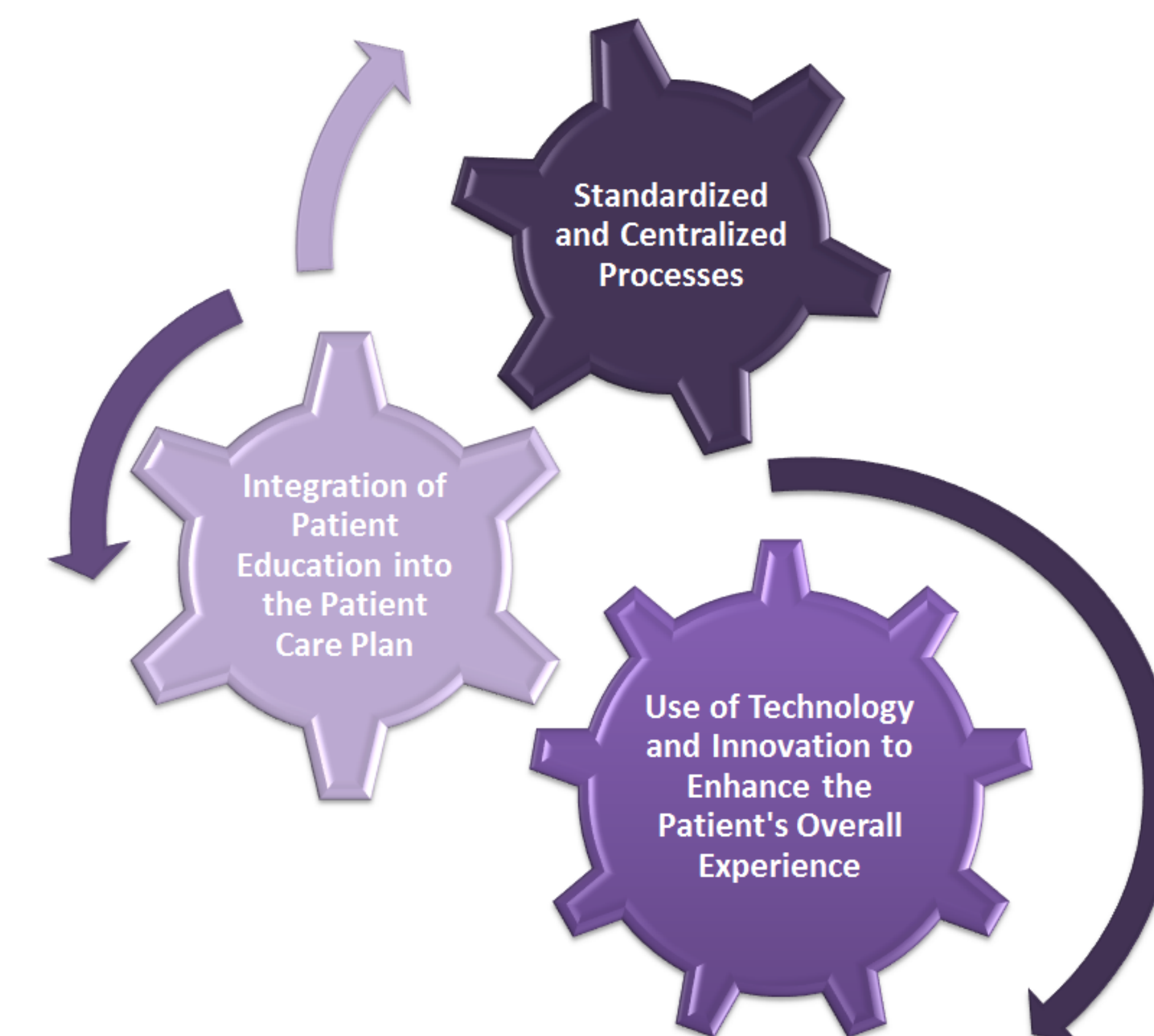
Weiss, B. (2007). *Health Literacy and Patient Safety: Help Patients Understand*. American Medical Association. Washington, D.C.

RESULTS/CONCLUSION

- New standardized templates for patient education handouts to use throughout NYULMC
- Full review and approval of all new/revised patient education materials with an active Patient Education Task Force and Patient and Family Education Council.
- Health Literacy 101 trainings to inform clinical/administrative staff about guidelines for creating/revising patient education materials
- The development of a Health Literacy Guide
- The development of health policies and standards to be applied throughout NYULMC
- Greater than 350 documents fully reviewed and updated to meet new health literacy guidelines
- Centralization of databases to include new patient education materials currently underway.



Easy to Read and Understand Materials to Help Patients Gain Sustainable Skills



Sample Two (Before & After)