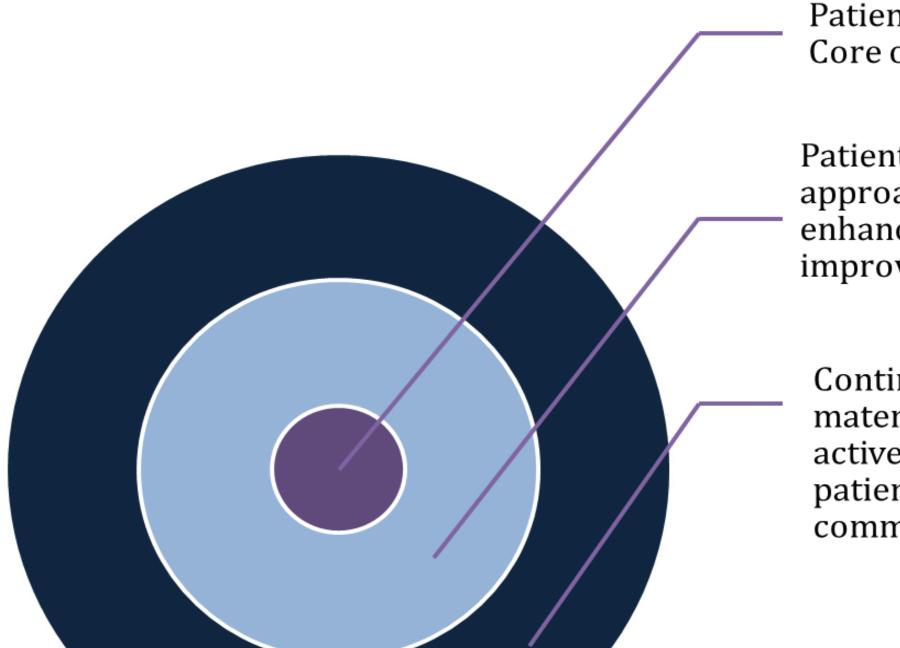


Low Literacy Patient Education: An Integral Part of the Patient Care Plan Betty Perez-Rivera, MS, EdD, MCHES







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

NYU Langone

CALL, DON'T FALL!

YOU CAN HELP PREVENT INJURY FROM A FALI

Fever and/or infection – may make you sweat and lose too much body fluid

Medical problems – such as cataracts and glaucoma can affect your vision

At NYU Langone Medical Center, your safety is one of our biggest

concerns. We want to take the necessary steps to keep your environment safe.

Medications – may cause you to feel sleepy, dizzy, or lightheaded.

Feeling unsure of your environment and feeling disoriented

Screening to see if any factors put you at a higher risk for falling

Speak to you about safety so you know what you can do

FOLLOWING THESE STEPS WITH YOUR BEDSIDE NURSE:

Checking on your regularly (every hour) to help you in and out of bed

YOU CAN HELP KEEP YOUR ENVIRONMENT SAFE BY REVIEWING AND

Keep the bed rails raised when you or your child is in bed

Giving you a safety bracelet or special color socks to identify you as being

Always ask your nurse for help when you walk inside the room or down

Secure and ask a nurse to help with medical equipment (Example: IV lines,

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If your child is the patient, ask the nurse to help if you are moving your

Some of the following issues can increase your risk of falling:

Weakness or fatigue – feeling very tired

Medical Equipment – used for your care

Walking in socks or slippery shoes

Rushing to/from one place to another

and depth perception

STAFF WILL HELP YOU BY:

at a higher risk for falling

IV poles, and cables)

Removing all clutter within the room

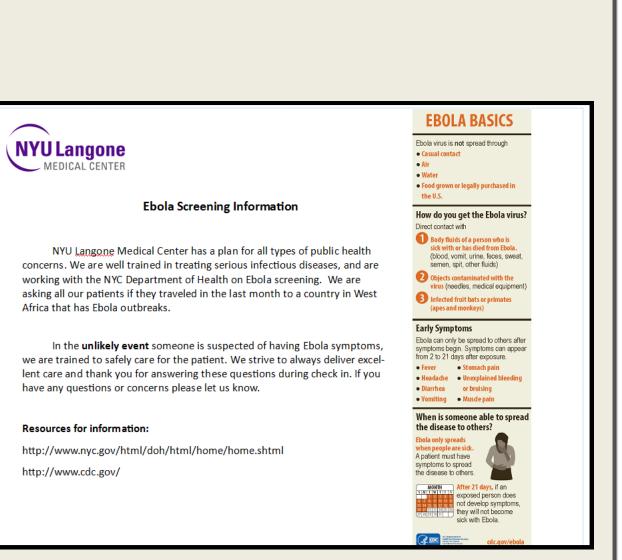
ELECTROLYTE (Chemical) Imbalance in the body

Patient Education as a tool for Active Patient/Provider Communication





Sample One (Before & After)



or concerns. We are here to help you. Ebola is a rare and deadly disease caused by an infection with one of five types of Ebola virus strains. Only urine, feces, sweat, semen, saliva, or other fluid: Unexplained bleeding or bruising

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 decisionmaking and ultimately to improved health outcomes. Higher health literacy is helpful to improve treatment 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.

Fall Prevention in the Ambulatory Setting This handout provides information about Fall Prevention and what you can do to prevent falls when visiting our Things that can increase your risk for falling An unfamiliar environment: Coming to a hospital or physician's office for a doctor's visit or a test may make you feel nervous or unsure of what you have to do or where you have to go. You may not be paying much attention to the physical surroundings. Medications: Some medications can increase a person's risk for falling because they can cause dizziness or unsteadiness. The more medications you take the more likely you are at risk for falling. Medical problems and physical condition: The risk for falling can be linked to a medical condition such as cataracts or glaucoma which can affect vision and depth perception. Individuals who have poor balance or difficulty walking are more likely than others to fall. Certain chronic health conditions such as diabetes may cause sensory problems. Having numbness in your feet may mean that you are not "feeling" where you are stepping. You can ask our concierge or security guard at the front desk for a wheelchair if you feel unsteady on Things YOU can do to reduce your risk for falling Leave plenty of time to make your test or doctor's appointment. If you are coming to an unfamiliar environment please allow yourself plenty of time to find the physician's office or test location. If you are having difficulty locating where you have to go please ask any staff member for assistance. We are here to help you! Wear proper footwear: Footwear such as high heeled shoes, shoes without backs and shoes with smooth leather soles may not provide enough "hold" to the floor's surface and could increase your risk of falling. In the doctor's office or in testing/treatment areas such as Radiation Therapy, X-ray, Breast Imaging, CT scan or MRI, it is important to always wear shoes every time you walk down the hallways. Please do not walk to the bathroom or down the hallway in stocking or bare feet. Tell your doctor or nurse if you have had a fall within the past year. A fall could be a sign of a medical problem that may need attention or be a side effect of a medication. Plan for bathroom visits: Do not wait to go to the bathroom!! Your treatment, procedure or test might increase your need to go the bathroom. You may feel the urge to go all of a sudden. Ask where the bathrooms are located before your test or procedure begins. Go to the bathroom as soon as you feel the urge to go. Please ask a staff member for assistance to the bathroom if you feel unsteady on your feet or if you are connected to any medical equipment such as an IV pole or monitoring device. Many of our bathrooms have call bells that you can use if you need to call for help. Remember...always wear shoes when walking to the bathroom. Ask the nurse or medical assistant for help: If you are feeling dizzy, lightheaded, weak or confused, please as one of the medical personnel on the floor for assistance. Please waituntil someone comes to assist you before getting up from an exam table, leaving the exam room after the procedure or attempting to walk around the facility. Use safety devices when standing or walking: Make sure to bring your cane or walker with you to the

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.

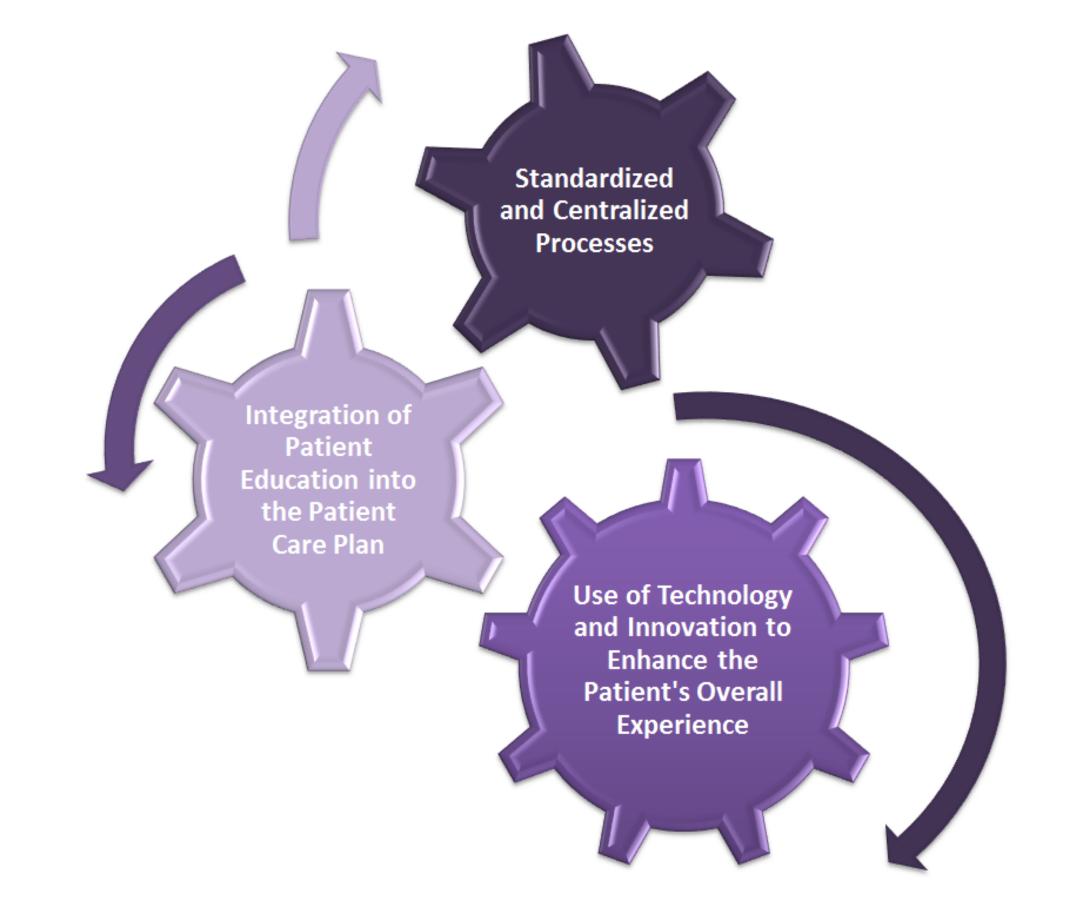
RESULTS/CONCLUSION

- 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)