



## Equal Access for All Patients at UWMC



Imagine being Deaf and needing a C-section to deliver your baby. You are terrified of not being able to control what happens to you during the procedure. Earlier in your life when you had procedures, your hands were tied down to the bed and you could not use them to communicate. No one explained what was happening to you.

Now imagine that your care team at UWMC listens to your concerns and makes a plan with you to carry out the C-section in a way that you feel comfortable with. The chief OB anesthesiologist is aware of the situation and has agreed that your hands can be left free during the procedure so that you can talk with them. Your OB surgeon will make sure that you are informed of what is going on throughout the procedure. Both your staff ASL (American Sign Language) interpreter and your Deaf partner will be in the procedure room with you.

This scenario is a real one. It took place some months back at UWMC. The procedure went well, from everyone's perspective. The patient did not experience helplessness or fear, and she delivered a healthy baby. Her care team was delighted that they succeeded in meeting her needs.

Interpreter Services works closely with all clinical units to smooth out access issues for patients with language needs. Questions are welcome by phone (598-4425) or by e-mail (intrpsvc@u.washington.edu). Interpreter Services personnel enjoy coming to the clinical units to discuss specific challenges faced in each environment.

### Real-Time Interpreters by Phone



All UWMC staff are empowered and encouraged to get a telephone interpreter on the line any time they wish to communicate with a patient who does not speak English.

Call **1-800-311-1232**, give access code 111, ask for the language needed, and give the patient's name, your name, and your unit. ■

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

Known for her dedication to improving the experience of receiving care at University of Washington Medical Center, 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 Maria Hall Award recognizes UWMC volunteers, professionals-in-training, staff, and clinicians who put patient and family centered care values into action in some or all of these ways:

- **Shares information:** Communicates in terms that patients and families understand; keeps the patient and family informed and involved in care planning.
- **Collaborates:** Introduces oneself, explains role, and offers a means to be contacted; involves the patient and patient's family as members of the care team to the extent the patient and family members wish.
- **Respects patients and their families:** Fosters patient and family independence and autonomy; honors cultural and spiritual practices.
- **Builds on patient and family strengths:** Empowers patients and families as partners and decision-makers in care; adapts care to allow the patient and family members to participate in a manner that preserves their autonomy and independence.

*Continued on next page*

## From a Patient's Perspective



Maria Ross,  
Harborview  
and UW Rehab  
patient, August/  
September 2008

### WE CAN'T EXPRESS

how valuable the patient and family education materials were to our family.

While I was in the hospital for 6 weeks from a brain aneurysm and subarachnoid hemorrhage, my husband and I had no idea what had happened to me, how some of the procedures worked, what effects I would feel, or how to rehab and recover. The amount of information was overwhelming.

Thankfully, doctors and nurses took the time to pull materials and create folders that we referred back to again and again in the months following my discharge. The pages are now dog-eared from so much use!

You are not equipped to remember everything you're told when you are in the hospital and in crisis – especially when you have a brain injury – so you need time to digest it all. Thank goodness we had all that information at home to refer back to over and over.

These education materials were our lifeline. Without the staff taking the time and effort to find and print materials for us, we would have been lost. ■



### Deadline for Nominations: January 15, 2010!

For a nomination form, visit:

<https://catalysttools.washington.edu/webq/survey/hampton/90072>

## Patient Feedback

Over the past three years, the Diabetes Care Center has developed a 10-hour outpatient education program called "In Control – That's the Goal." Here's what a few of the participants have said about the program:

"Instead of a task (like I thought at first before I came), it was a pleasure."

"The information presented was very easy to understand."

"The education handouts that accompanied the class are WAY GOOD and very useful to me."

"When I get home, the handouts will reinforce what I learned in class." ■

## Maria Hall Award

*continued from page 1*

- **Forms partnerships with patients and their families:** Engages patients and their families to be active participants in planning their care; supports patients' preferences for whom to involve in their care.
- **Offers choices to patients and families, and supports their choices:** Ensures that patient and family choices, preferences, and goals are included in the plan of care; offers or refers patients and families to programs and support services that promote choice and control.

Nominations for the second annual Maria Hall Award are due by January 15, 2010. An easy-to-use on-line nomination form can be found at <https://catalysttools.washington.edu/webq/survey/hampton/90072>.

The recipient will be awarded \$400 for a project of their choice, and will also receive a \$75 gift certificate for the UW gift shop or the University Book Store.

# OPEN HOUSE RECOGNITION EVENT

## WEDNESDAY, FEBRUARY 17, 4 TO 6 P.M.

### HEALTH INFORMATION RESOURCE CENTER



The **HEALTH INFORMATION RESOURCE CENTER** (HIRC) is celebrating its third anniversary! In recognition of our growth and accomplishments over the past three years, the HIRC is pleased to invite you to a special Open House Recognition Event.

Join us on **WEDNESDAY, FEBRUARY 17** from **4 TO 6 P.M.** This will be a time to reflect and to recognize all those who've made our center what it is today: a place for our patients and families to seek out credible, reliable health information.

**STEVE ZIENIEWICZ**, UWMC's Chief Executive Officer, will provide opening remarks, and there will be balloons and treats for all who attend.

Since its inception in October 2006, the HIRC has grown to be a relied-upon resource for patrons of UWMC. We offer computers with Internet access and a business center with access to a fax, printer, copy machine, and telephone. All services are offered at no cost to our patients and families.

A recent, frequent visitor to the HIRC had this to say: **"THIS IS A GREAT CENTER!** I have been here three months – my husband had a transplant with many complications – and the HIRC has helped me stay in touch with my family and friends." HIRC staff recognize the importance of this service and are here to help each patient, family, or staff member with whatever questions they have or resources they need.

We look forward to seeing you at this special event! For more information, please call the Health Information Resource Center at 598-7960, or e-mail [healthed@u.washington.edu](mailto:healthed@u.washington.edu).

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

With UWMC's increased focus on patient and family centered care and our current breakthrough goal to reduce hospital-based infections, PFES continues to be as busy as ever. We are working with clinical units throughout the medical center to create new and revise existing patient education materials. Here is just a sampling of the patient education handouts finalized in the fourth quarter of 2009:

**REVISED** *Methicillin-Resistant Staphylococcus aureus (MRSA)* has been revised – again! – by Healthcare Epidemiology and Infection Control and the newly formed MRSA Breakthrough Committee, which started meeting in fall 2009. This handout describes what MRSA is, its symptoms, how it is spread and how to control it, risk factors, contact precautions, and self-care guidelines for patients who go home from the hospital with MRSA.

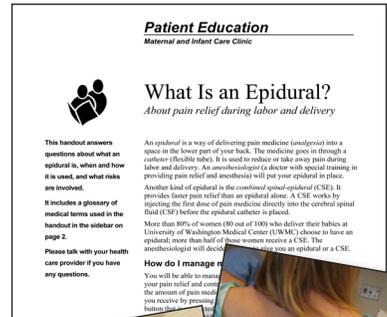
**NEW** *H1N1 Flu* gives basic information about what H1N1 is, its symptoms, who is at risk of getting it, how to keep from spreading it, and what to do if you think you or someone you are caring for has it. PFES wrote this handout, with input from Healthcare Epidemiology and Infection Control.

**NEW** *Preventing Bloodstream Infections from Central Line Catheters.* This handout describes what central line catheters are, how infections from them are caused and treated, what steps UWMC is taking to prevent these infections, and how patients who have central line catheters can help avoid infection. PFES wrote this handout, with input from Surgical Specialties and Patient Care Services.

**NEW** *What Is an Epidural?* Written by the Maternal and Infant Clinic, this handout answers questions about what an epidural is, when and how it is used, and what risks are involved. It includes a glossary of medical terms and photos that show a woman using a PCEA (patient-controlled epidural analgesia) to manage her pain and the placement of the epidural catheter in her back.

**REVISED** *Home Tube Feeding Guide.* Food and Nutrition Services updated this 20-page booklet to include new information and illustrations. The booklet gives detailed information for patients who go home from the hospital with a feeding tube – from where to get supplies and formula to what problems may occur and what to do if they do. It also includes room for notes and personalized information for the user's feeding prescription, schedule, and other issues.

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.



The new handout "What Is an Epidural?" contains photos to illustrate using a PCEA to manage pain, and the placement of the epidural catheter in her back.



## Powerful Patient Award

In recognition of UWMC's work with patient and family centered care, Andrew Schorr (right) presents the first annual Powerful Patient Award to UWMC representatives. The award ceremony was held on November 15, 2009 at the Mercer Island Community Center.

Left to right:

- Steve Zieniewicz, Chief Executive Officer
- Cindy Sayre, Director of Professional Practice and Patient and Family Centered Care
- Lorie Wild, Chief Nursing Officer
- Hollis Guill Ryan, Program Coordinator of Patient and Family Centered Care
- Andrew Schorr, Host of Patient Power ([www.patientpower.info/UW](http://www.patientpower.info/UW))



2009 Golden Eddy recipients, honored at the awards ceremony on October 29

## The 2009 Golden Eddy Awards

The Golden Eddy awards ceremony for UWMC's 2009 Outstanding Patient Educators was held in the beautiful Portage Bay room of South Campus Center on October 29. Patient and Family Education Services staff, hosts of the annual event, as well as Cindy Sayre, Lorie Wild, and Tom Staiger, dressed up to honor the winners. There was live music, refreshments, a red carpet, paparazzi, and lots of gold-star balloons.

Make a note to attend the annual event next year in late October – and keep an eye out for that special outstanding patient educator you will want to nominate for a 2010 Golden Eddy award! ■

## New or Revised Patient Education Materials Fourth Quarter 2009

Visit *Health Online* to print these health education materials for patients and families: <https://healthonline.washington.edu>

2010 Perinatal Education Classes

24-Hour Urine Collection: For osteoporosis - CH, KO, RU, SO, SP, VI

Abdominal CT Scan - CH, RU, SO, SP

Abdominoplasty or Panniculectomy (Rev. 12/2009)

About Your Hand Surgery - RU, SO, SP

About Your Health Care Bills

Acute Renal Failure

Advance Directive Forms - FA, SO, TA

After Discharge

After Your ERG (Rev. 11/2009)

Amniocentesis - KO, RU, SO, SP, VI

Antibiotics After Joint Replacement - RU, SO, SP

Bathing and Shaving Before Surgery - SO

Bladder Retraining

Bone X-ray - VI

Breast Reduction or Mastopexy (Rev. 12/2009)

Breastfeeding for the Mother Having Surgery - SP

Calcium and Vitamin D

Caring for Your Implantable Cardiac Defibrillator (ICD)

Caring for Your Pacemaker

Chest CT Scan - CH, RU, SO, SP

Chorionic Villus Sampling - CH, KO, RU, SP

Constipation After Surgery (Urology)

Constipation After Your Operation (Surgical Specialties) (Rev. 11/2009) - KO

Deep Vein Thrombosis: Signs, symptoms, and prevention methods (Rev. 01/2009) - RU, SO, SP

Dietary Bladder Irritants

Eczema

ERG (Rev. 11/2009)

Eyelid Surgery: Blepharoplasty (Rev. 12/2009)

Fall Prevention - CH, KO, RU, VI

GYN Procedures - CH

H1N1 Flu - JA\*

Hand Hygiene - CH, RU, SO, SP

Hand Surgery - RU, SO, SP

Home Tube Feeding Guide (Rev. 11/2009)\*

Hypoglycemia - CH, RU, SP

I123 MIBG Scan

Ileal Pouch Anal Reconstruction (Rev. 09/2009)

Inhaled Colostin

Is It Safe to Take This While I'm Breastfeeding? (Rev. 06/2009) - SP

Latissimus Flap Breast Reconstruction (Rev. 12/2009)

Lung V/Q Scan (Rev. 11/2009)

Mediastinoscopy (Rev. 10/2009)

Medications After Surgery

Methicillin-Resistant Staphylococcus aureus (MRSA) (Rev. 12/2009)\*

Monitoring Your Diabetes (Rev. 02/2009) - AM, FA, RU

Pediatric Care Center

PET FDG Scan (Rev. 10/2009)

Pregnancy Testing Before Anesthesia and Surgery

Preventing Bloodstream Infections from Central Line Catheters\*

Protecting Yourself from Airborne Infections - JA, RU

Quad Screen - RU, SO, SP, VI

Radiation Treatment in Children (Rev. 08/2009) - SP

Resources for Medical Care and Insurance in Washington State (Rev. 07/2009) - CH, KO, RU, SP, VI

Thyroid and Parathyroid Surgery (Rev. 12/2009)

Thyroid FNA - RU

Thyroid Uptake and Scan - CH

Transportation Resources - RU, SP, VI

Varicose Vein Surgery (Rev. 12/2009)

What Is an Epidural?\*

Your Discharge Plan - JA, RU, TA, VI

Your Operation (Rev. 12/2009)

\*Read more about these titles in the "Featured Materials" column on page 2 of this issue.

All titles listed above are available in English. Abbreviations key:

AM=Amharic, CH=Chinese, FA=Farsi, JA=Japanese, KO=Korean, RU=Russian, SO=Somali, 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 Web site at <https://depts.washington.edu/pfes>.

### Patient and Family Education Committee Members:

Jane Anderson, Susan Barnes, Cathy Bowdish, Susan DeHoog, Sherry Dodson, Andrea Dotson, Linda Golley, Philip Hainley, Cara Havens, Thomas Hei, Ken Jelinek, Debbie Jones, Dori Khakpour, Stacia Lee, Gary Martin, Karen Moe, Debby Nagusky, Bridget O'Connor, Maria Ross, Cindy Sayre, Carrel Sheldon, Nancy Colobong Smith, Leah Spacciante, Julie Sprinkle, Sarah Stempski, Nancy Tvedt, Richard Verver, Margrit Walde, Nancy Whittington, Pam Youngmans



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