

Creating Information to Share With Patients

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Hôpital général juif
Jewish General Hospital

Learning Outcomes

At the end of this workshop you will:

1. Know the resources at your disposal at the JGH
2. Know the basics of creating easy-to-read patient education materials



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JGH Patient Education Network (PEN)



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What is PEN?

- Multidisciplinary group
- Our mandate:
 - To provide guidance to staff wishing to create patient education materials
 - To increase awareness of issues such as literacy and health literacy etc.
 - To increase access to reliable health information for patients and families



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The handbook

2015 update
forthcoming!

PEN Welcome

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About the PEN Collection

Submit Your Patient Education
Materials

[Handbook: How to Create
Effective Written Patient Learning
Materials](#)

Assessing readability using
Flesch-Kincaid

PEN Disclaimer

Online resources

Plain Language Dictionary

Workshops for staff

PEN Disclaimer

PEN handbook: How to Create Effective Written Patient Learning Materials


Thank you for helping patients become informed partners in their health!

The purpose of the handbook is to guide staff through the process of developing written patient education materials that are provided to patients by clinicians before a procedure, at discharge, when a decision needs to be made etc.



Topics in the handbook include:

- Assessing the needs of the patient population
- Writing at an appropriate literacy level
- Designing the material visually to ensure that people with lower literacy understand the message being communicated, and
- Ensuring that all materials are evidence-based etc.

Click image to access the handbook 

The Agence de santé et services sociaux has published an excellent document citing the above handbook, which provides guidance to health professionals on the topic of health literacy and also on creating effective patient materials for **print**, **web**, and **multimedia** (video, podcast etc).

[Access it here.](#) No English version is available at this time.

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Appendix 1: The planning checklist

- Who is your target population: Patients? Caregivers?
- Who are the authors/planners? You may want to include a patient!
- Use our needs assessment survey template to identify needs.
- What are the learning objectives? How will you meet them?
- What format will you use? Booklet? Video? Web page?
- At what point in patient flow will you distribute the material?
- How will you promote the material?
- Submit to PEN!



Section 2: Developing Content

- Create evidence-based materials by citing your sources
- Write in plain language (grade 6-8)
- Follow JGH branding rules- correct use of logo
- Consider using illustrations/photos
- Include learning outcomes: “this pamphlet will help you understand...”
- Consult your audience before and after- use survey template
- Include a disclaimer- available online at www.jgh.ca/pen

Which is the most important factor in determining health outcomes?

- Socioeconomic status
- Age/sex
- Literacy/ Health literacy
- Culture
- Level of education



Cite your sources

- Images and text. Why?
 - To avoid plagiarism.
 - To be evidence-based.
 - To make it easy for you or your replacement to review for currency and update if needed.



Section 3: Readability

- Talk to your readers instead of about them

Say: You may feel scared.

Instead of: Some people feel scared, one sometimes feels scared.

- Be consistent- use same term **i.e.** doctor, throughout document.



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Section 3: Readability cont...

- Avoid jargon- use plain language, use short words and sentences, use bullet points:

Say: To avoid getting sick from food, follow these rules:

- Wash hands after handling raw meat
- Wash fresh fruits and vegetables before eating

Instead of: Following safety precautions can reduce food borne disease transmission.

Section 3: Readability cont...

- Use at least 10-12 point depending on font
- Use: **bold** or underline
- Instead of: *italics* or ALL CAPS



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Plain language dictionaries/thesauri

- ENGLISH CLAD Thesaurus (provides alternatives to complicated words and phrases)

www.eastendliteracy.on.ca/ClearLanguageAndDesign/thesaurus

- FRENCH Lexique de mots alternatifs

www.eps.santemontreal.qc.ca/section-thematique/litteratie-en-sante/lexique-de-mots-alternatifs/



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JGH Libraries Catalogue Search

HSL & Psychiatry Collections

McGill Catalogue

McGill eJournals

McGill eBooks+

In search for

GO

[Advanced Search >](#) [Print Journals A-Z >](#)

Patient Education > Plain Language Medical Dictionary

Plain Language Medical Dictionaries

Use these dictionaries to translate medical terminology into words your patients will understand.

This **French dictionary** was developed by the Réseau Québécois des Etablissements Promoteurs de Santé, with the collaboration of the team of Promotion de la santé du Centre hospitalier universitaire de Montréal (CHUM): [Lexique de mots alternatifs](#)

This **English dictionary** was developed by the [University of Michigan Taubman Health Sciences Library as part of the Michigan Health Literacy Awareness project](#). (see the widget below to consult it).

[CLAD Thesaurus](#) (provides alternatives to complicated words and phrases).

See also: [Online resources](#)



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Accessing McGill Resources

Patient Education

 Patient and Family Resource
Centre (PFRC)

PEN - Patient Education Network

 How to Create Effective Written
Patient Learning Materials

What Your Patient Reads

 Finding Information to Share With
Patients

 + Plain Language Medical
Dictionary

Collections

+ McGill Resources

JGH Resources

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psychosocial
instruments \(via
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[NASW Clinical
Register \(via Ovid\)](#)
[New England
Journal of Medicine
Nursing Reference
Center](#)
[PsycINFO \(via Ovid\)](#)
[PubMed \(Medline,
etc.\)](#)
[Social Work
Abstracts Plus via
Ovid](#)
[SpringerOpen](#)

Section 3: Readability cont...

- Define terminology
 - i.e. brachytherapy is “a form of radiotherapy where a radiation source is placed inside or next to the area requiring treatment”¹
- Include FT (full text) in brackets after the first use of acronyms
- Use tools to check the reading level- grade 6-8 is recommended- see next slide

¹ Wikipedia <http://en.wikipedia.org/wiki/Brachytherapy>



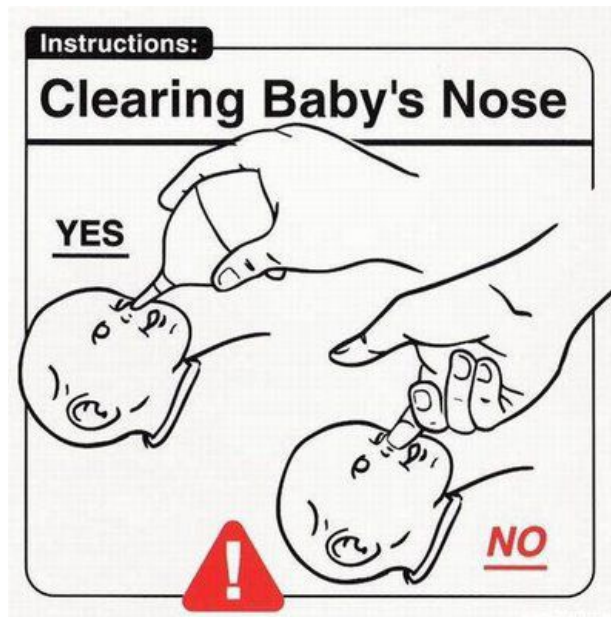
Editing tools

- Flesch-kincaid- EN only, comes with Word
- Clear language and Design (CLAD) Reading effectiveness tool
www.eastendliteracy.on.ca/ClearLanguageAndDesign/readingeffectivenessstool
- Mancko French language readability tool
<http://www.mancko.com/tests-de-lisibilite/fr/>



Section 3: Readability cont...

- Visuals:
 - Use lots of white space
 - Use images- try to void showing what not to do



Submit your materials!

- In-progress materials- even if it's just an idea!
- Completed materials- good quality PDF
- External materials e.g. books or websites you recommend

www.jgh.ca/pensubmit



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The PEN Collection database

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Refine your search

Current Filters

JGH Publication (5) ✕

Year

2013 (4)

2011 (1)

Format

Booklet (4)

Video (1)

Physical Location

PFRC (Patient and Family Resource Centre) A-200 (4)

Language

English (3)

French (3)

JGH Publication

JGH Publication (5) ✕

Keywords

Physiotherapy (4)

Surgery (4)

online resources (4)

Show all >

Submitting Department

Surgery (5)

Cancer Prevention (1)

Cardiology (1)

Show all >

Level of Access

Full access to text/media (5)



Total hip replacement

Author Lee, Linda
Format Booklet
Year 2013
Languages English
Physical Location PFRC (Patient and Family Resource Centre) A-200
Link www.jgh.ca/uploads/PEN/Submissions/THA%20english-FINA...

SHOW DETAILED DESCRIPTION



Prothèse totale de la hanche

Author Lee, Linda
Format Booklet
Year 2013
Languages French
Physical Location PFRC (Patient and Family Resource Centre) A-200
Link www.jgh.ca/uploads/PEN/Submissions/THA%20french%20-Fl...

SHOW DETAILED DESCRIPTION



Total knee replacement

Author Lee, Linda
Format Booklet
Year 2013
Languages English
Physical Location PFRC (Patient and Family Resource Centre) A-200
Link www.jgh.ca/uploads/PEN/Submissions/TKA%20english-%20F...

SHOW DETAILED DESCRIPTION



Prothèse totale du genou

Author Lee, Linda
Format Booklet
Year 2013
Languages French
Physical Location PFRC (Patient and Family Resource Centre) A-200



Refine your search

Current Filters

In progress - contact author (30) 

Year

2014 (2)

2013 (22)

2012 (4)

Format

 Booklet (13)

 Handout (8)

 Pamphlet (7)

 Video (1)

 Website/Blog (1)

Language

English (28)

French (8)

JGH Publication

JGH Publication (30)

Keywords

Surgery (5)

Treatment options (5)

Psychiatry (4)

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Submitting Department

ICU (Intensive Care) (6)

Nursing (6)

Psychiatry (5)

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Level of Access

In progress - contact author (30) 



Craniotomy // Craniotomie

Author	Nguyen, Marilyse; Aubé, François; Brault, Diane
Format	Booklet
Year	2012
Languages	English, French

 [SHOW DETAILED DESCRIPTION](#)



Occupational Therapy Pamphlet

Author	Billette, Véronique
Format	Pamphlet
Year	2013
Languages	English, French

 [SHOW DETAILED DESCRIPTION](#)



4 East-in-patient unit

Author	4 East-in-patient unit
Format	Booklet
Year	Forthcoming
Languages	English, French

 [SHOW DETAILED DESCRIPTION](#)



Emergency Department Asthma Discharge Plan

Author	Roberts, Vanessa; JGH Airway Centre
Format	Handout
Year	2012
Languages	English, French

 [SHOW DETAILED DESCRIPTION](#)



Plan de congé du département d'urgence : informations pour le/la

Give us feedback!

The image is a screenshot of the Jewish General Hospital (JGH) website. At the top left is the JGH logo, which includes a stylized tree with colorful leaves and the number '80'. To the right of the logo is the text 'Hôpital général juif' and 'Jewish General Hospital'. In the top right corner, there are social media icons for Facebook, Twitter, and YouTube, along with a search bar that says 'Search our site...'. Below the header is a blue navigation bar with white text links: 'ABOUT US', 'PATIENTS AND VISITORS', 'DEPARTMENTS', 'RESEARCH', 'LIBRARIES', and 'SUPPORT THE JGH'. On the left side of the page, there is a vertical list of links: 'Welcome to the', 'About the PFR', 'Hours and Access', 'Contact Us', 'Ask a Health Information Specialist', 'Browse Website', 'Borrowing Policies', 'Collection Policy', 'Books in Motion', 'Newsroom', and 'Upcoming Events'. At the bottom left, there is a 'Merriam-Webster Medical Dictionary' logo. A large, white pop-up window is centered on the screen, containing the following text: 'Please leave the survey window open until you have searched the **PEN database** and are ready to take the survey.' followed by 'Thank you for agreeing to take a short satisfaction survey.' and 'Your answers will help make the PEN Database the best possible resource for our patients, health professionals and all the other users of this database. *'. Below this is another line of text: 'Please keep the survey window open and complete the survey after searching the PEN database.' and a disclaimer: '* Your answers will always remain anonymous to everyone but the evaluation team from the Patient Education Network (PEN) of the Jewish General Hospital (JGH). Unless we have your permission we will not publish your answers or use them for any other reason except to improve our database and its contents.' At the bottom of the pop-up are three buttons: 'Yes I'll give feedback', 'I already gave feedback', and 'No thanks'. In the bottom right corner of the website, there is a link that says 'View Archive'.

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Merriam-Webster Medical Dictionary

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Yes I'll give feedback I already gave feedback No thanks

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Medical Dictionary

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No, Seriously, How
Contagious Is Ebola?

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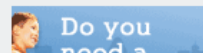
Sunscreen is your
friend!

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www.jgh.ca/pfrc

Our librarians recommend



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Looking for help? Click here!

We will respond to your InfoRX request as soon as we are able. For more immediate assistance please call ☎ (514)340-8222 locals 2438 or 5930.



Request for information

Thank you for using the JGH Patient & Family Resource Centre Information Prescription Service

Please note: We are not able to schedule appointments or access your medical record. For information about your medical records contact the Medical Records Department at local 8202. For information about in-patients contact Admitting at local 8211, and contact your medical team for all test results.

Disclaimer: The information provided by the PFRC should not be considered as medical advice. It is not to be used in place of a visit with a doctor, nurse or other healthcare professional. If you have questions about your individual medical situation, please consult with your healthcare professional.

Name:
Email:
Phone: ext.

What type of information are you looking for?:

- ☐ Disease info
- ☐ Treatment info
- ☐ Medication info
- ☐ Cancer info
- ☐ Support resources at JGH
- ☐ Other

Your question- please tell us how we can help you:

Your status:

- ☐ Patient at JGH
- ☐ Family member/friend/caregiver of patient at JGH
- ☒ Health care professional at JGH
- ☐ Volunteer at JGH
- ☐ Staff at JGH
- ☐ Researcher
- ☐ Member of public
- ☐ Other

If you chose "other" please tell us more:

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*Medical Advice not included

PFRC Disclaimer

This information should not be considered as medical advice. It is not to be used in place of a visit with a doctor, nurse or other healthcare professional. If you have questions about your individual medical situation, please consult with your healthcare professional.



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Thank you!

Questions?



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