



Hôpital général juif
Jewish General Hospital

Patient & Family Resource Centre
JGH.ca/PFRC

Evidence summary: Patient education

Informed patients are better able to participate as partners in their health and engage in the shared decision-making process. Access to easy-to-read evidence-based health information increases the likelihood that patients will understand treatment recommendations and adhere to your recommendations. Patients who are active members of their health care team are more satisfied with the care they receive,¹² and the exchange of information also leads to increased patient safety.³

With the proliferation of online consumer health resources it can often be difficult for patients to find reliable evidence-based information. Literacy, language and culture can also be a barrier to understanding.^{4 5 6} Time constraints and not knowing where to look or what materials exist may prevent you from directing your patients to resources you can trust.⁷

A librarian is in a unique position to provide support in this area.⁸⁹ Arlene Greenberg and Francesca Frati can facilitate the process by evaluating and recommending easy-to-read resources to you and by providing health information in multiple languages directly to patients and families. Use this InfoRx pad to refer your patients to us. You can also contact us anytime if you feel your patient would benefit, or keep this sheet handy and access the resources yourselves (see verso).

¹ Joosten E, DeFuentes-Merillas L, De Weert G, Sensky T, Van der Staak C, De Jong C. Systematic review of the effects of shared decision-making on patient satisfaction, treatment adherence and health status. *Psychotherapy and psychosomatics*. 2008;77(4):219-226.

² Brédart A, Bouleuc C, Dolbeault S. Doctor-patient communication and satisfaction with care in oncology. *Current Opinion in Oncology*. 2005;17(4):351-354

³ Longtin Y, Sax H, Leape L, Sheridan S, Donaldson L, Pittet D. Patient participation: current knowledge and applicability to patient safety. *Mayo Clin Proc*. 2010;85(1):53-62

⁴ Jacobs EA, Agger-Gupta N, Hm Chen A, Piotrowski A, Hardt EJ. Language Barriers in Health Care Settings: An Annotated Bibliography of the Research Literature. Woodland Hills CA; The California Endowment: 2003. Available from www.hablamosjuntos.org/pdf_files/Cal.Endow.Bibliography.pdf

⁵ Zanchetta MS, Poureslami IM. Health Literacy Within the Reality of Immigrants' Culture and Language. *Canadian Journal of Public Health*. 2006;97(s2): s26-30.

⁶ Sarah B. Language Barriers in Access to Health Care. Report. *s.l.*;Health Canada: 2001.

⁷ Gravel K, Légaré F, Graham I. Barriers and facilitators to implementing shared decision-making in clinical practice: A systematic review of health professionals' perceptions. *Implementation Science*. 2006;1(1):16

⁸ Volk RM. Expert searching in consumer health: an important role for librarians in the age of the Internet and the Web. *Journal of the Medical Library Association*. 2007;95(2):203.

⁹ Nolan ME. Have Consumer Health Websites, Will Travel: Taking Patient Education Information to Physicians' Offices. *Journal of Hospital Librarianship*. 2008;8:3,358- 365.



Hôpital général juif
Jewish General Hospital

Patient & Family Resource Centre
JGH.ca/PFRC

Consumer health resources:

(please see the Patient & Family Resource Centre website for more websites and stay tuned for the upcoming PEN collection, a database of patient education materials)

MedlinePlus – National Library of Medicine

www.medlineplus.org

English
Spanish
Multiple languages

CiSMef

www.chu-rouen.fr/cismefp

French

MayoClinic

www.mayoclinic.com

English

Family Doctor – American Academy of Family Physicians

www.familydoctor.org

English
Spanish

Heart and Stroke Foundation

www.heartandstroke.qc.ca

English
French

Caring for Kids // Soins de nos enfants - Canadian Paediatric Society

www.caringforkids.cps.ca

English
French

NSW Multicultural Health

www.mhcs.health.nsw.gov.au/mhcs/languages.html

Multiple languages

SPIRAL

www.library.tufts.edu/hsl/spiral

Asian languages



Hôpital général juif
Jewish General Hospital

Patient & Family Resource Centre
JGH.ca/PFRC

Evidence summary: Patient education

Informed patients are better able to participate as partners in their health and engage in the shared decision-making process. Access to easy-to-read evidence-based health information increases the likelihood that patients will understand treatment recommendations and adhere to your recommendations. Patients who are active members of their health care team are more satisfied with the care they receive,¹² and the exchange of information also leads to increased patient safety.³

With the proliferation of online consumer health resources it can often be difficult for patients to find reliable evidence-based information. Literacy, language and culture can also be a barrier to understanding.^{4 5 6} Time constraints and not knowing where to look or what materials exist may prevent you from directing your patients to resources you can trust.⁷

A librarian is in a unique position to provide support in this area.⁸⁹ Arlene Greenberg and Francesca Frati can facilitate the process by evaluating and recommending easy-to-read resources to you and by providing health information in multiple languages directly to patients and families. Use this InfoRx pad to refer your patients to us. You can also contact us anytime if you feel your patient would benefit, or keep this sheet handy and access the resources yourselves (see verso).

¹ Joosten E, DeFuentes-Merillas L, De Weert G, Sensky T, Van der Staak C, De Jong C. Systematic review of the effects of shared decision-making on patient satisfaction, treatment adherence and health status. *Psychotherapy and psychosomatics*. 2008;77(4):219-226.

² Brédart A, Bouleuc C, Dolbeault S. Doctor-patient communication and satisfaction with care in oncology. *Current Opinion in Oncology*. 2005;17(4):351-354

³ Longtin Y, Sax H, Leape L, Sheridan S, Donaldson L, Pittet D. Patient participation: current knowledge and applicability to patient safety. *Mayo Clin Proc*. 2010;85(1):53-62

⁴ Jacobs EA, Agger-Gupta N, Hm Chen A, Piotrowski A, Hardt EJ. Language Barriers in Health Care Settings: An Annotated Bibliography of the Research Literature. Woodland Hills CA; The California Endowment: 2003. Available from www.hablamosjuntos.org/pdf_files/Cal.Endow.Bibliography.pdf

⁵ Zanchetta MS, Poureslami IM. Health Literacy Within the Reality of Immigrants' Culture and Language. *Canadian Journal of Public Health*. 2006;97(s2): s26-30.

⁶ Sarah B. Language Barriers in Access to Health Care. Report. *s.l.*;Health Canada: 2001.

⁷ Gravel K, Légaré F, Graham I. Barriers and facilitators to implementing shared decision-making in clinical practice: A systematic review of health professionals' perceptions. *Implementation Science*. 2006;1(1):16

⁸ Volk RM. Expert searching in consumer health: an important role for librarians in the age of the Internet and the Web. *Journal of the Medical Library Association*. 2007;95(2):203.

⁹ Nolan ME. Have Consumer Health Websites, Will Travel: Taking Patient Education Information to Physicians' Offices. *Journal of Hospital Librarianship*. 2008;8:3,358- 365.



Hôpital général juif
Jewish General Hospital

Patient & Family Resource Centre
JGH.ca/PFRC

Consumer health resources:

(please see the Patient & Family Resource Centre website for more websites and stay tuned for the upcoming PEN collection, a database of patient education materials)

MedlinePlus – National Library of Medicine

www.medlineplus.org

English
Spanish
Multiple languages

CiSMef

www.chu-rouen.fr/cismefp

French

MayoClinic

www.mayoclinic.com

English

Family Doctor – American Academy of Family Physicians

www.familydoctor.org

English
Spanish

Heart and Stroke Foundation

www.heartandstroke.qc.ca

English
French

Caring for Kids // Soins de nos enfants - Canadian Paediatric Society

www.caringforkids.cps.ca

English
French

NSW Multicultural Health

www.mhcs.health.nsw.gov.au/mhcs/languages.html

Multiple languages

SPIRAL

www.library.tufts.edu/hsl/spiral

Asian languages