

Helping patients find evidence-based health information & Creating effective patient learning materials

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Learning Outcomes

At the end of this workshop you will:

- Be more familiar with evidence-based consumer health resources
- Know the basics of creating easy-to-read patient education materials
- Know the resources at your disposal at the JGH



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Why do patients look for health information?

- Shared-decision making
 - To understand information received from their doctor
 - To participate in their health
 - To be partners with their doctor
 - To make informed decisions



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Why you want your patients to be informed

Patient-centred care:

- An informed patient is an **empowered** patient, better able to act as **partner** with his or her health professional (HP) with the goal of achieving **improved health** outcomes.
- “shared or informed decision making, evidence based patient choice, or concordance.”

1. Coulter A, Ellins J. Effectiveness of strategies for informing, educating, and involving patients. BMJ 2007;335:24-27. Available from www.bmj.com



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In a nutshell...

Overview of patient safety in new pamphlet

Looking for a handy overview of what the JGH is doing to ensure your safety and the quality of your care? You'll find it in the Quality Program's new Patient Safety pamphlet, provided to all patients who are admitted to the hospital.

Markirit Armutlu, Coordinator of the Quality Program, says the pamphlet—to be officially launched Nov. 1 during Patient Safety Week—contains brief but informative descriptions about such subjects as medication safety, hand hygiene, informed consent and registering a complaint.

Ms. Armutlu notes these and additional topics are covered in detail in the hospital's Patient Services Directory. However, she adds, patients who have just been admitted don't always have the time or may be too overwhelmed by the admission process to read carefully through the Directory. The new pamphlet fills the gap with its succinct summary of the relevant material.

"Our goal is to provide—but not overload—patients with vital information to enable them to take an active role in their own care," Ms. Armutlu says. "As the title of the pamphlet says, 'An informed patient is a safe patient.'"



In a scene from the JGH music video
Francine & Charles Larente Nurses

Look out But don't worry, it's

What's spreading virally is the hospital's new online music video. Look at www.youtube.com/nana along.

The "JGH NaNa Musical" production, starring hospital staff actually singing—and not lip-synching—make the Jewish General Hospital's 75th anniversary celebration a joyful and upbeat spirit and family affair.

The video is one of the highlights of the hospital's 75th anniversary celebration and concludes this year. How the video will spread virally and for a while longer.

The "JGH NaNa Musical" is a production from HSBC.

YouTube.com

Got something that needs looking into? Drop into the Herzl Campus

Why look online?

- Accessible 24/7 from home/library
- Free and fast
- Relatively up-to-date
- Easily check multiple sources
- Interactive
- Community: support groups and blogs



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Overview of online consumer health resources



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General interest

- Medline Plus
www.medlineplus.org



- Mayo Clinic
www.mayoclinic.com



- Family Doctor
www.familydoctor.org



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General interest cont...

- HealthLink BC

www.healthlinkbc.ca



HealthLinkBC



- Heart and Stroke Foundation

www.heartandstroke.qc.ca

(bilingual)



- Eat Right Ontario

www.eatrightontario.ca

(bilingual)

EatRight Ontario



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French

- CiSMeF **CiSM_eF**
Catalogue et Index des Sites
Médicaux Francophones

www.chu-rouen.fr



- Passeportsante

www.passeportsante.net



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Demographic groups

- Women

- Women's Health Matters

www.womenshealthmatters.ca

(Bilingual)



- MedlinePlus



www.medlineplus.org > About your health > Women

Demographic groups cont...

- Kids

- Caring for Kids

www.caringforkids.cps.ca

(Bilingual)



- KidsHealth

<http://kidshealth.org>



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Demographic groups cont...

- Seniors

- MedlinePlus 
www.medlineplus.org > About your health > Seniors

- Health Canada- Just for you – Seniors

- www.hc-sc.gc.ca/hl-vs/jfy-spv/seniors-aines-eng.php
(bilingual)



Health
Canada

Santé
Canada




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Demographic groups cont...

- Men

- Men's Health Center  MayoClinic.com
www.mayoclinic.com
Tools for healthier lives

- Health Canada - Just for You – Men
www.hc-sc.gc.ca/hl-vs/jfy-spv/men-hommes-eng.php 
(bilingual)

Health
Canada Santé
Canada

- MedlinePlus 
www.medlineplus.org > About your health > Men



Multilingual

- MedlinePlus

www.medlineplus.org



- Ethnomed

<http://ethnomed.org>



- NSW Health

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



- SPIRAL

www.library.tufts.edu/hsl/spiral/



- Healthy Roads Media

www.healthyroadsmedia.org



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Dictionaries/encyclopedias

- MedlinePlus



www.medlineplus.org

English

- HONselect



www.hon.ch/HONselect

Multiple

- Terminologie CISMef






<http://terminologiecismef.chu-rouen.fr>

English<>French



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Free medical research sites

- PubMed 
www.ncbi.nlm.nih.gov/pubmed
- Clinical Trials 
www.clinicaltrials.gov
- Google Scholar 
<http://scholar.google.ca>

NB Not all indexed articles are free- we can provide access to the full text at the PFRC

Complementary and Alternative

- BC Cancer Agency   
www.bccancer.bc.ca/PPI/UnconventionalTherapies/default.htm
- National Center for Complementary and Alternative Medicine 
<http://nccam.nih.gov>
- Health Canada – Licensed Natural Health Products Database
www.hc-sc.gc.ca/dhp-mps/prodnatur/applications/licen-prod/lnhpd-bdpsnh-eng.php



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Health
Canada

Santé
Canada

Web tools

- Drug interaction checker

www.drugs.com



- Treatment decisions

- OHRI <http://decisionaid.ohri.ca/AZinvent.php>



- American Cancer Society www.cancer.org



- Lab tests

www.labtestsonline.org



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Hours and Access
Health Information Service
Find a Hope & Cope or PFRC Book
Borrowing Policy
Contact Us

Health Topics

Demographic Groups

- [General Health](#)
- [Child and Teen Mental Health](#)
- [Kids' Health](#)
 - [Parenting](#)
 - [Premature babies](#)
- [Men's Health](#)
- [Senior Health](#)
- [Teen Health](#)
- [Women's Health](#)
 - [Breastfeeding](#)
 - [Pregnancy and Childbirth](#)
 - [Prenatal screening and testing](#)
 - [Menopause](#)

Diagnosis and Therapy

- [Decision Tools](#)
- [Medications](#)
- [Tests and Procedures](#)
- [Vaccinations](#)

Disorders and Conditions

- [Arthritis](#)
- [Cancer](#)
- [Back & Neck Pain](#)
- [Diabetes](#)
- [Heart Disease and Stroke](#)
 - [High Blood Pressure/Cholesterol](#)
- [Mental Health](#)
- [Pain Management](#)
- [Sleep disorders](#)

JGH.ca/PFRC

Health and Wellness

- [Exercise/Healthy Lifestyle](#)
- [Nutrition](#)
- [Support Groups and Community Services](#)
- [Travel health](#)

Creating easy-read patient learning materials



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Which is the most important factor in determining health outcomes?

a) Socioeconomic status

b) Age/sex

c) Literacy/ Health literacy

d) Culture

e) Level of education

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, and
 - to increase access to reliable health information for patients and families

The Handbook

Handbook: How to Create Effective Written Patient Learning Materials

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.

Useful links:

- [Assessing readability in English \(Flesch-Kincaid\)](#) (Appendix 3)
- [Bilingual disclaimer for patient level materials](#) (p. 5) **Please note the French translation has been updated**
- [Online literacy resources](#) (Appendix 8)

Click image to access the handbook 

JGH.ca/PEN



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Developing Content

- Use evidence-based materials and cite your sources.
- Be aware of readability issues
- Follow Public Affairs branding rules
- Use illustrations/ photos to supplement text
- Be consistent
- Include “learning outcomes”
- Include disclaimer – available online at JGH.ca/PEN

The planning process- checklist

- ☐ **Identify your target population of patients.**
- ☐ **Create an interprofessional JGH/community healthcare team. It is advisable to include a patient among the representatives.**
- ☐ **Identify the informational needs of your patient population: needs identified by the patients themselves (focus groups, patient interviews), and those identified by health professionals.**
- ☐ **Identify learning objectives.**
- ☐ **Prioritize your learning objectives and determine how they will be met.**
- ☐ **Decide how you will get your message across i.e format**
- ☐ **Decide at what point the material will be distributed i.e. at what point during patient flow?**
- ☐ **Decide how the material will be distributed.**
- ☐ **Decide how you will promote the material.**

Readability - tips

- Avoid jargon
- Use short words and sentences
- Define terminology
- Include the FT (full text) after the acronym
- Use bullet points
- Avoid *italics* and ALL CAPS (use **bold** and underline instead)
- Use Flesch-Kincaid to check reading level
- Leave lots of white space and images
- Never illustrate what not to do

Example

- **Say:** To avoid getting sick from food, follow these rules:
 - Wash hands after handling raw meat
 - Wash fresh fruits and vegetables before eating, etc.
- **Don't say:** Following safety precautions can reduce food borne disease transmission.



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Plain Language Medical Dictionary

Use this dictionary to translate medical terminology into words your patients will understand.

The dictionary was developed by the [University of Michigan Taubman Health Sciences Library](#) as part of the [Michigan Health Literacy Awareness project](#).

Updated October 20 2010



bad, dangerous, hurtful, harmful





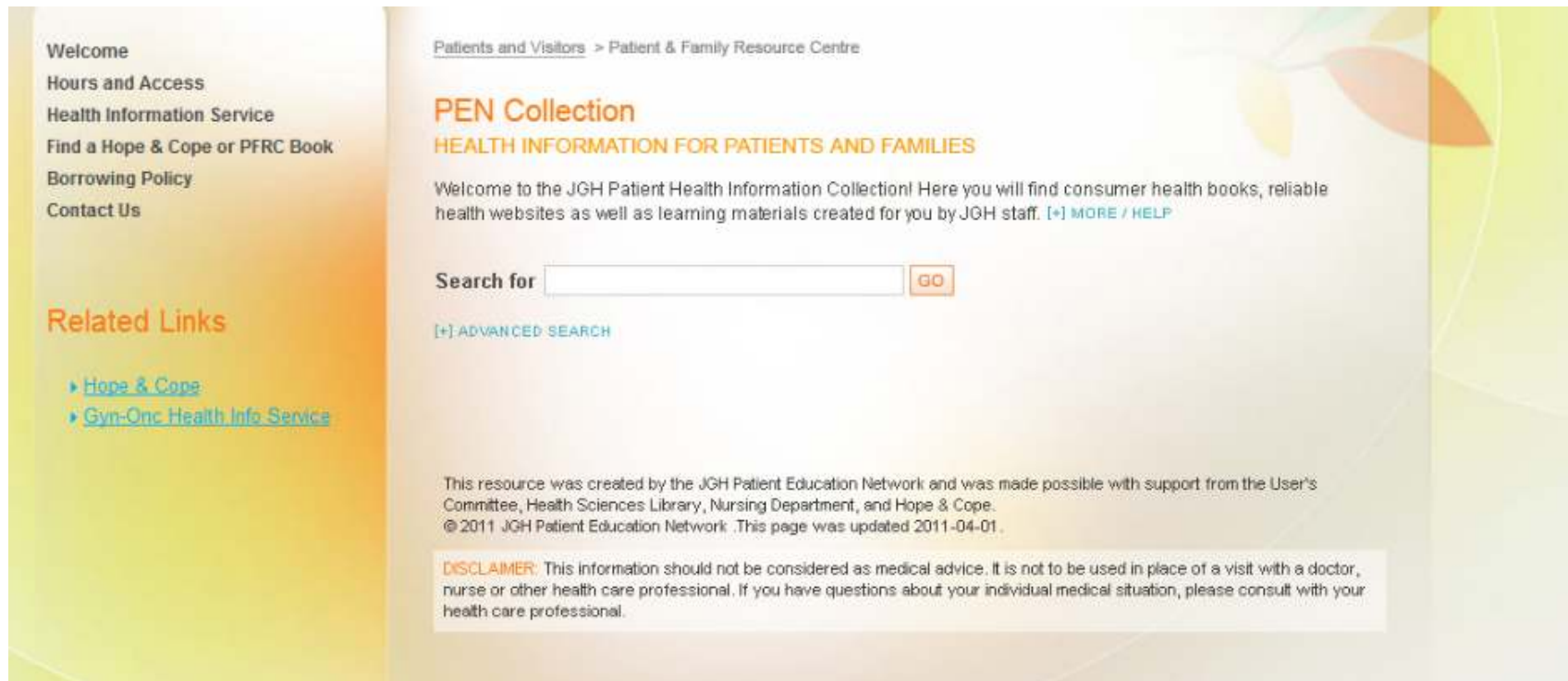
[Gadgets](#) powered by Google

jgh.ca/en/hslplainlangdict



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The database: Coming soon!

A screenshot of a website for the Jewish General Hospital (JGH) Patient Health Information Collection. The page has a light green and yellow background with a decorative leaf graphic on the right. On the left, there is a vertical sidebar with a list of links: 'Welcome', 'Hours and Access', 'Health Information Service', 'Find a Hope & Cope or PFRC Book', 'Borrowing Policy', and 'Contact Us'. Below these links is a section titled 'Related Links' with two items: 'Hope & Cope' and 'Gyn-Onc Health Info Service'. The main content area on the right has a breadcrumb trail 'Patients and Visitors > Patient & Family Resource Centre'. Below this is the title 'PEN Collection' in orange, followed by the subtitle 'HEALTH INFORMATION FOR PATIENTS AND FAMILIES'. A welcome message states: 'Welcome to the JGH Patient Health Information Collection! Here you will find consumer health books, reliable health websites as well as learning materials created for you by JGH staff. [+] MORE / HELP'. There is a search bar with the text 'Search for' and a 'GO' button. Below the search bar is a link '[+] ADVANCED SEARCH'. At the bottom of the main content area, there is a paragraph of text: 'This resource was created by the JGH Patient Education Network and was made possible with support from the User's Committee, Health Sciences Library, Nursing Department, and Hope & Cope. © 2011 JGH Patient Education Network. This page was updated 2011-04-01.' Below this is a 'DISCLAIMER' box with the text: '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 health care professional. If you have questions about your individual medical situation, please consult with your health care professional.'

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The database will include:

- Public
 - full-text materials created by JGH staff
 - links to reliable consumer health websites
 - books held in the Patient and Family Resource Centre and Hope & Cope collections.
- Staff only:
 - works in progress (to support collaboration between departments and minimize duplication of effort).
 - materials that require accompanying instruction.



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Submit your materials!


- PEN is currently accepting submissions

PEN Collection **Health Information for Patients and Families**

The PEN Collection provides a single access point to hand-picked reliable and up-to-date health information including material created by JGH staff. It is also a resource for staff to use to quickly find information to share with patients and be aware of what other departments are developing. We hope this will help minimize duplication of effort and encourage interdisciplinary collaboration.

PEN is now accepting submissions. Once enough materials have been submitted, we will pilot the database. Stay tuned for future announcements.

In-Progress Materials Submission Form 

Completed Materials Submission Form 

[JGH.ca/PEN](https://www.jgh.ca/PEN)



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Patient and Family Resource Centre (PFRC)



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Welcome to the JGH Patient & Family Resource Centre

To fill your medication prescriptions (Rx) you go to a drug store. So, in filling your information needs (InfoRx), why not come to us?

What's New

[School days and sneezin' season](#)

[Plain Language Medical Dictionary](#)

Featured Health Topics

[Health Topics](#)

[Complementary and alternative therapies](#)

[Travel health](#)

Clinical Care Areas

[Cancer](#)

[Child and Teen Psychiatry](#)

[ICU: websites](#)

[ICU: books](#)

[NICU: websites](#)

[NICU: books](#)

In the News

[Montreal Gazette Healthwatch](#)

[Behind the Medical Headlines](#)

Books & Videos

[Medical books online](#)

[Medical videos](#)



Medical Records

Please contact the Medical Records department for all information related to your records:

Medical Records

[**JGH.ca/PFRC**](http://JGH.ca/PFRC)

Refer your patients

Patient & Family Resource Centre
Centre d'information pour les patients et leur famille

InfoRx

Patient name
nom du patient _____ U# _____

Health professional
professionnel de santé _____ Date _____


Please provide the following to the patient/family:
s.v.p. donnez le suivant au patient/famille :

Disease info
maladie ☐

Treatment info
traitement ☐

Other
autre ☐

Health Sciences Library
Bibliothèque des sciences de la santé
rm./ch. A-200
(514) 340-8222 x 2438 / 5930

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* **Medical Advice not included**

JGH Library Services

- Interlibrary loan for professionals \$3 +
- Literature Searching (\$20)
- Table of Contents
- Subject Guides
- Books in Motion



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Thank you!

Questions?



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