

Creating the Best Teaching Environment by Reducing DIN to Improve Patient Understanding

Exempla Saint Joseph Hospital's Health Literacy Committee*

Introduction

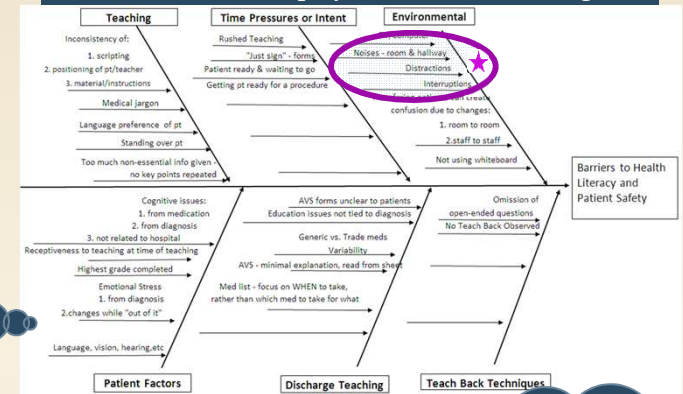
Founded in 1873 by the Sisters of Charity of Leavenworth, Exempla Saint Joseph Hospital is a 370 bed, non-profit, acute care hospital. A private teaching hospital, Exempla Saint Joseph has 100 residents in four programs and provides care to underserved populations through four clinics. In 2012, Exempla Saint Joseph Hospital formed a dedicated Health Literacy Committee, reporting quarterly to the Safety Council.

Steps Leading to DIN Pilot

An adapted version of AHRQ's Health Literacy Universal Precautions Toolkit the assessment tip sheet was developed.

Members of the Health Literacy Committee conducted 20 Gembas throughout hospital and clinics.

Results of Gemba displayed in a Fishbone diagram



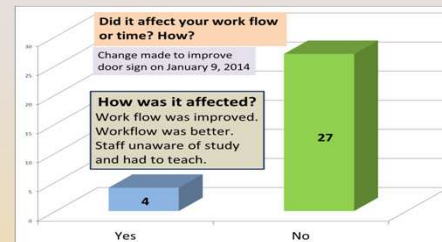
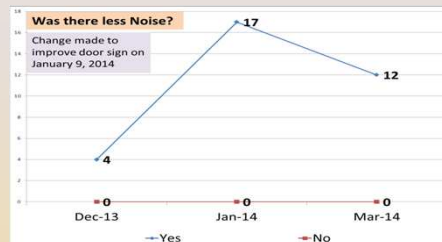
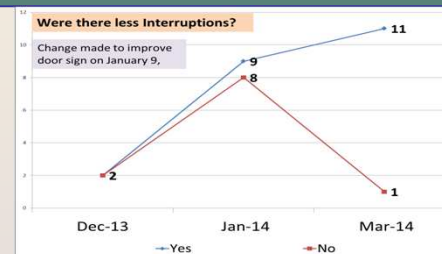
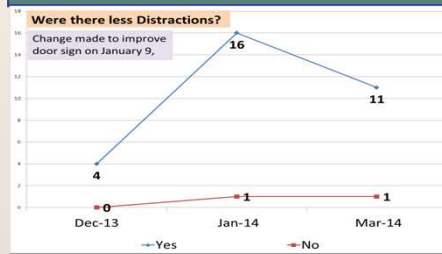
Developed out next AIM based on impact of **D**istractions, **I**nterruptions and **N**oise which we observed in Environmental Factors as we performed Gembas

Initiated Pilot and gathered surveys.

AIM of Health Literacy Committee

Improve Patient Safety at ESJH by making associates and clinicians aware of health literacy issues to improve patient outcomes, including; fewer readmissions, patients having a better understanding of their condition, patients showing better compliance and being a partner in their plan of care, and patients having an improved level of trust with their health care.

Results of Pilot from Mid-Dec thru March



*ESJH's Health Literacy Steering Committee

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