

Making Health Literacy an Organizational Standard

Marina De Pablo, Manager, Patient Education, DNP, MPH, RN Patient Experience and Engagement Program
 Lisa Sandos, Health Literacy Advancement Manager Diversity, Inclusion and Equity Department

Reason for Action

UChicago Medicine lacked a standard process and structure to support health literate patient education across the care continuum.

- Lack of coordination across the enterprise can impact patient care and outcomes and decrease efficiency for clinicians
- Standard processes support National CLAS Standard #8 to "provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area". (Health and Human Services Office of Minority Health (2013), National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care)

Project Goal

Develop and implement a standard process for delivery of health literate patient education materials

Project Strategy

- Review and update organizational policies
- Develop standard process for creating patient education materials
- Incorporate health literacy principles into review of vendor patient education materials
- Obtain patient feedback on preferences for patient education

Strategy Implementation

Organizational Policies

Updated policies to support providing patients, families and caregivers information in plain language

- Patient Education
- Medical Interpreter and Translation Services

Policies state that care team members:

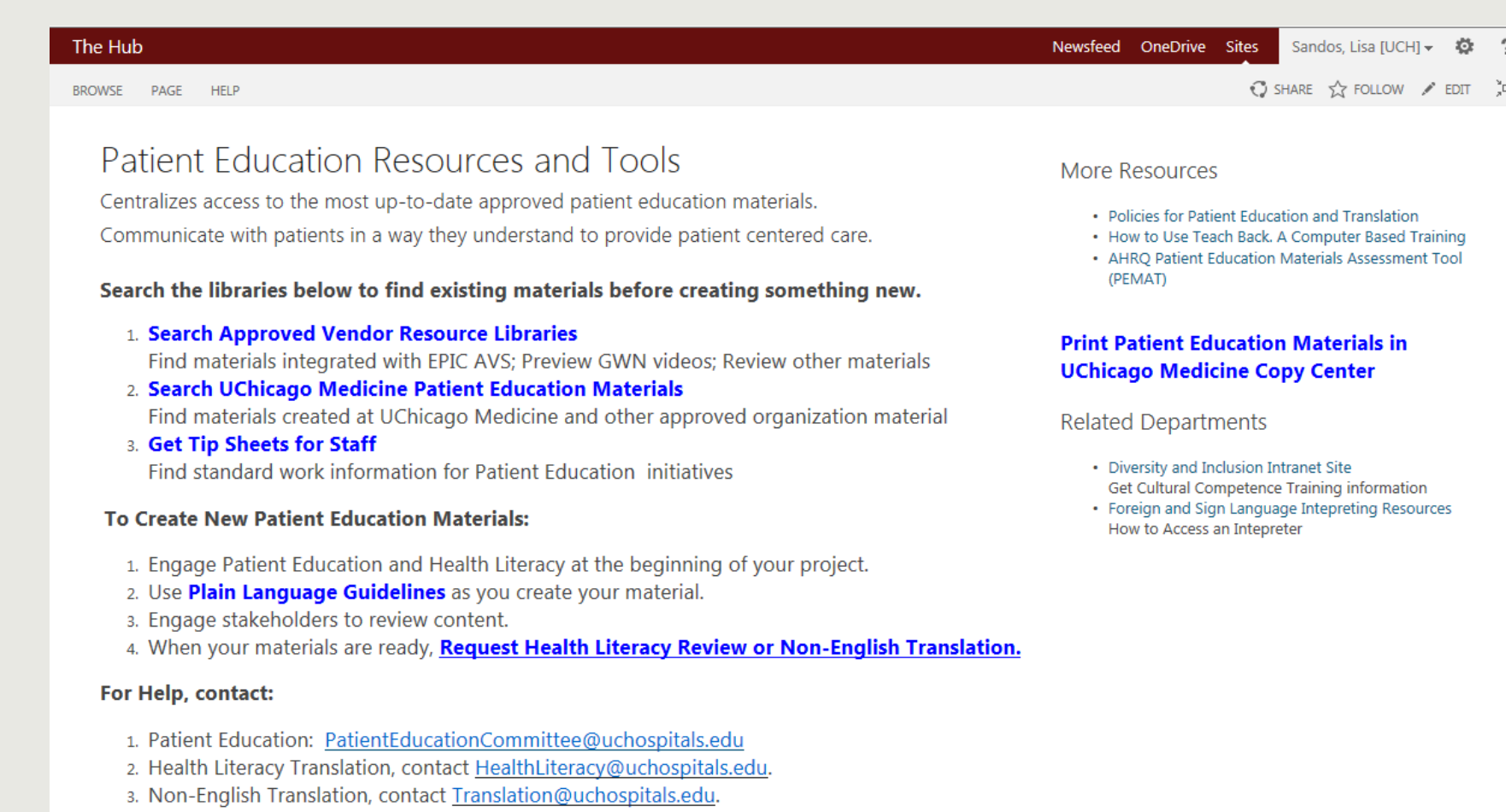
- Use standardized patient education materials
- Follow standard process for health literacy review
- Translate vital documents to the most commonly used non-English languages
- Complete health literacy review before translation to non-English languages

Non-English Translations

- Allocated annual translation budget
- Developed process to prioritize
 - o Vital documents
 - o Most widely encountered non-English languages

Patient Education Resources and Tools

Developed SharePoint site for centralized clinician access



Standard Request Form

Created electronic form to request health literacy review and language translation

- Improves project throughput
- Creates record of document owner in REDCap

Digital library of custom documents

Developed SharePoint site for Patient Education Resources and Tools

- Provides clinician access to most updated materials
- Promotes sharing materials across practice areas and care continuum
- Improves timely document revisions

Review of Vendor Materials

Incorporated health literacy principles into review of vendor patient education materials

- 15 multidisciplinary team members participated in review
- Adapted and utilized AHRQ Patient Education Materials Assessment Tool (PEMAT)
- Reviewed Elsevier, Healthwise, Krames Staywell, Wolters Kluwer

Patient Panel Survey (n = 481)

Preferred Learning Modality (more than one response allowed)



Other Patient Education Insights

- Keep materials short & concise (1 to 2 pages)
- Prefer videos on hospital TV or in MyChart patient portal
- Prefer e-learning via personal devices

Collaborations



Next Steps

- Continue collaborations to promote resources and processes with care teams
- Explore new ways to deliver information to patients such as text messaging
- Work with Information Services to explore further integration of custom documents into Epic After Visit Summaries and MyChart Patient Portal
- Recommend primary vendor for patient education materials



**UChicago
Medicine**