Applying Health Literacy Principles to Improve Surgery Information for Patients

Not Too Little, Not Too Much, Just Right

BACKGROUND

- Fraser Health includes 12 hospitals

PROCESS - PHASE 1: CONTENT

- Concerned Clinicians
- Errors in pre-operative preparation
- Increased questions to surgeons, medical office assistants, Pre-Admission Clinic
- Varying care practices

Project Principles
- Evidence-informed
- Expert advice
- Standardized content
- Right amount of information

Clinician Review
- Medical Office Assistants
- Surgeons
- Pre-Admission Clinic Nurses
- Occupational Therapists
- Pharmacists
- Clinical Nurse Specialists

Environmental Scan

Best Practice Review

Patient Voices

IMPACT - PHASE 1

- Patients now come having read the information and are prepared with a list of questions!
- Finally we have some information that is detailed for each surgery!

Surgery Inpatient Nurses

- Patients come to us anxious and nervous about their surgery. It is so nice to offer professional and up-to-date information so they know what to expect and feel more prepared.

- The number of calls to our office to explain how to prepare for surgery has dropped dramatically.

Medical Office Assistants

- I have had very positive feedback on Preparing for Your Hospital Stay and how easy it is to adapt to each site.

- Patients are asking more questions. My teaching is more focused for the patient.

Surgeons

- Thanks for all your hard work. Our MOAs think these are great!

- Patients are now coming having read the information and could prepare themselves.

- It made me less nervous. I knew what to expect and could prepare myself.

Surgery Day

- It was so easy to read and understand!

- We love these!!

Patients

OUTCOME - PHASE 2

- Tested and launched materials at a single hospital site
- Collected feedback from patients, surgeons, and staff
- Adopted and rolled out across multiple hospital sites

- Created 2 'generic' Preparing for Surgery booklet templates plus 45 surgery specific materials

- Image Design Team
  - Clinical Nurse Specialist (Surgery)
  - Clinical Resource Nurse (Pre-Admission/Surgical Daycare)
  - Plain Language Specialist
  - Graphic Artist

NEXT STEPS

- Revisions
- Translation

OUTCOMES - PHASE 1

- Text heavy
- Confusing wording
- Multiple versions of the same resource
- Complicated images
- Not culturally sensitive
- Inconsistent information
- No resource available
- Inconsistent format and branding
- Out of date

OUTCOMES - PHASE 2

- Varying care practices
- Cancelled surgeries
- Errors in pre-operative preparation
- Increased questions to surgeons, medical office assistants, Pre-Admission Clinic

PROCESS - PHASE 2: IMAGES

- Patient Design Focus Group

Phase 1 Goals
- Reduce errors
- Improve the surgery experience

Phase 2 Goals
- Created images that:
  - Help understand and recall
  - Act as visual cues
  - Are culturally sensitive

Shared Work Team

- Nurse Educators
- Advanced Practice Nurses
- Plain Language Specialist