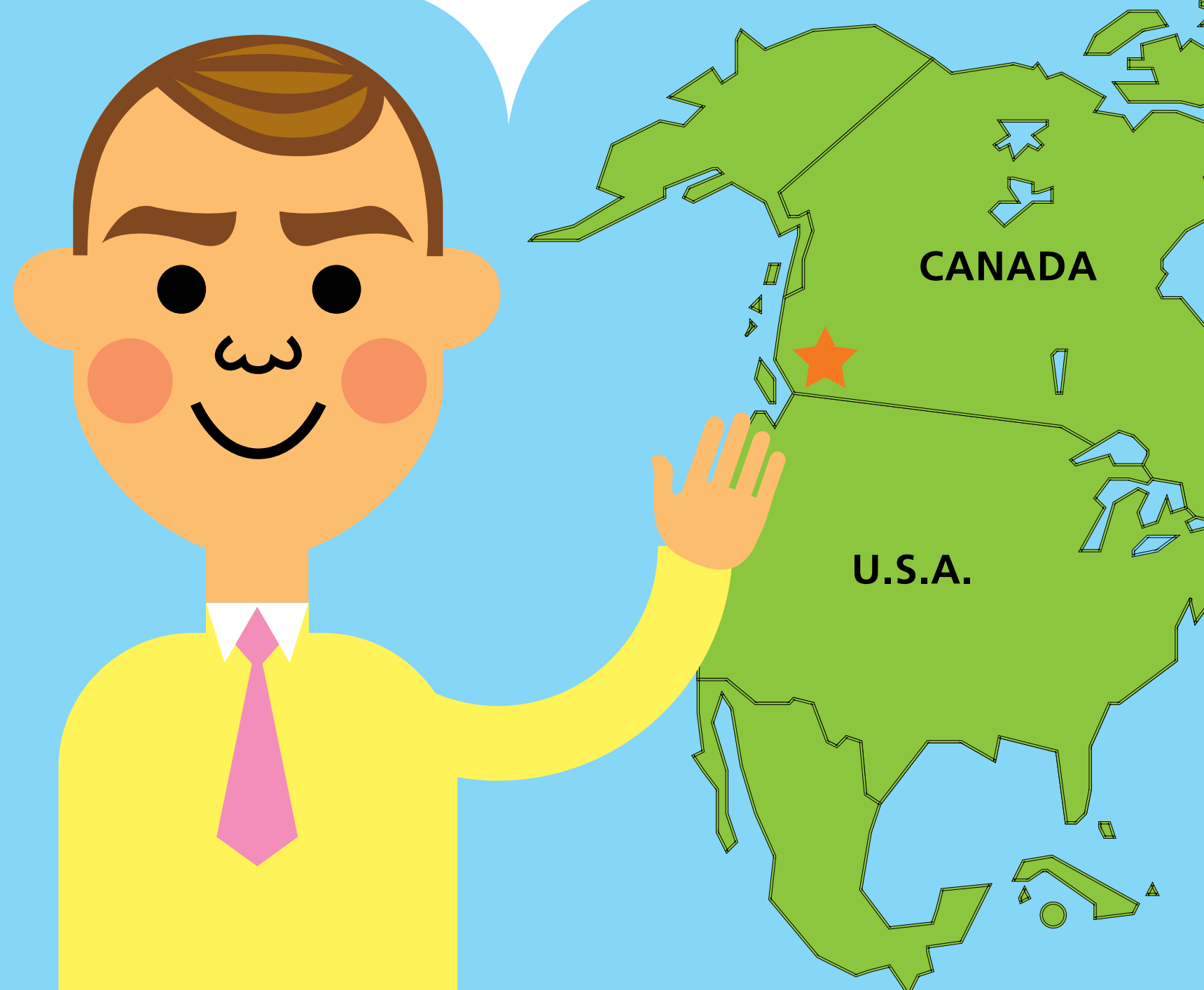


Multifaceted Approach to Building Capacity for Best Practices in Developing Written Patient Education Materials

Background

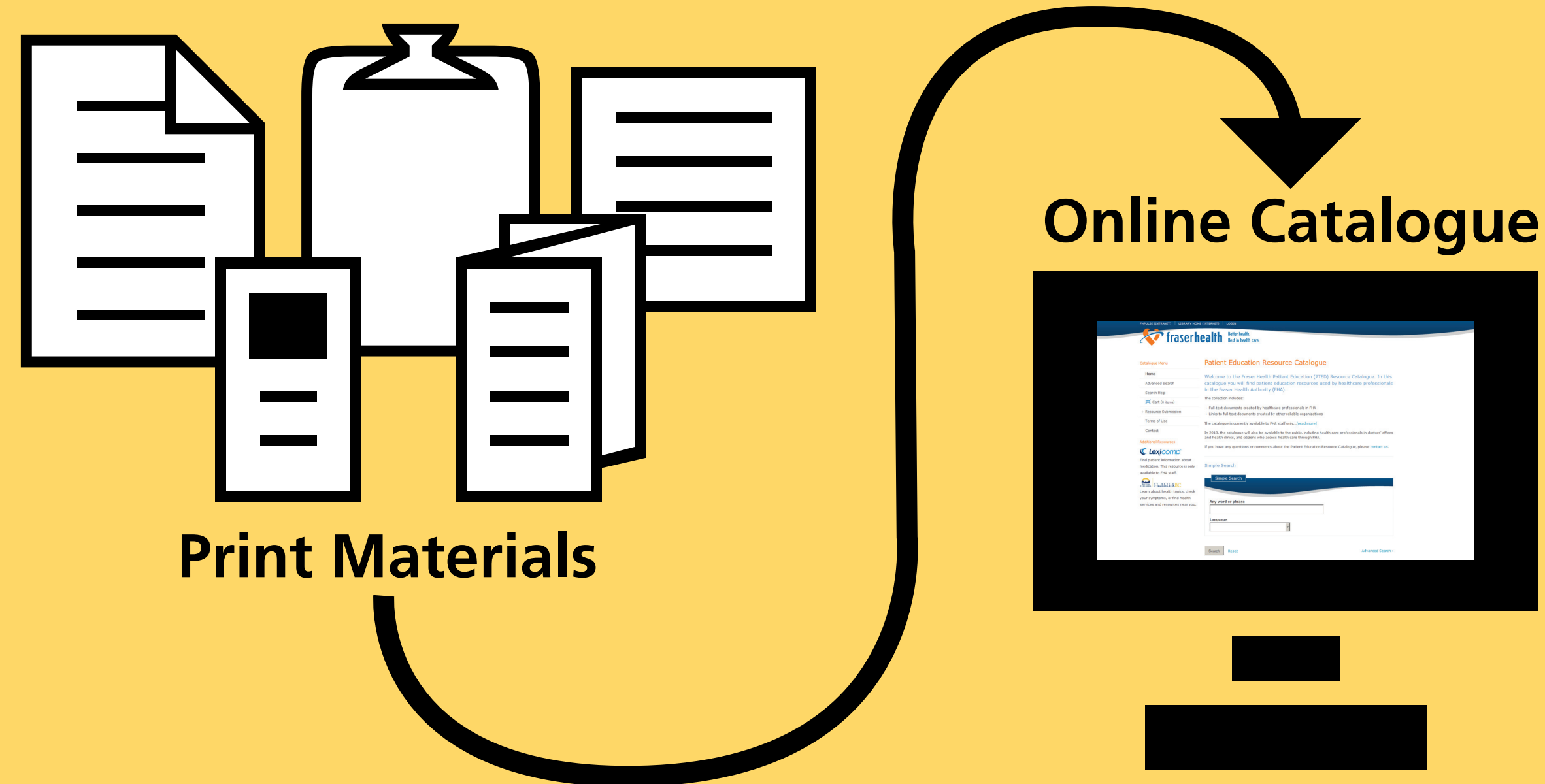
Our story starts at Fraser Health Authority...



Fraser Health Authority (FHA):

- Located in British Columbia (BC), Canada
- Provides health care services to 1.6 million people
- English is the most common language spoken
- Communities also include approximately 38,100 First Nations people, associated with 32 bands as well as large Asian, Indo-Canadian, Korean, and Filipino populations.
- Residents can access health care through 12 acute care hospitals, residential care facilities, mental health, public health, home and community services.
- FHA consists of 26,000 staff members, 2,500 physicians and 6,500 volunteers.

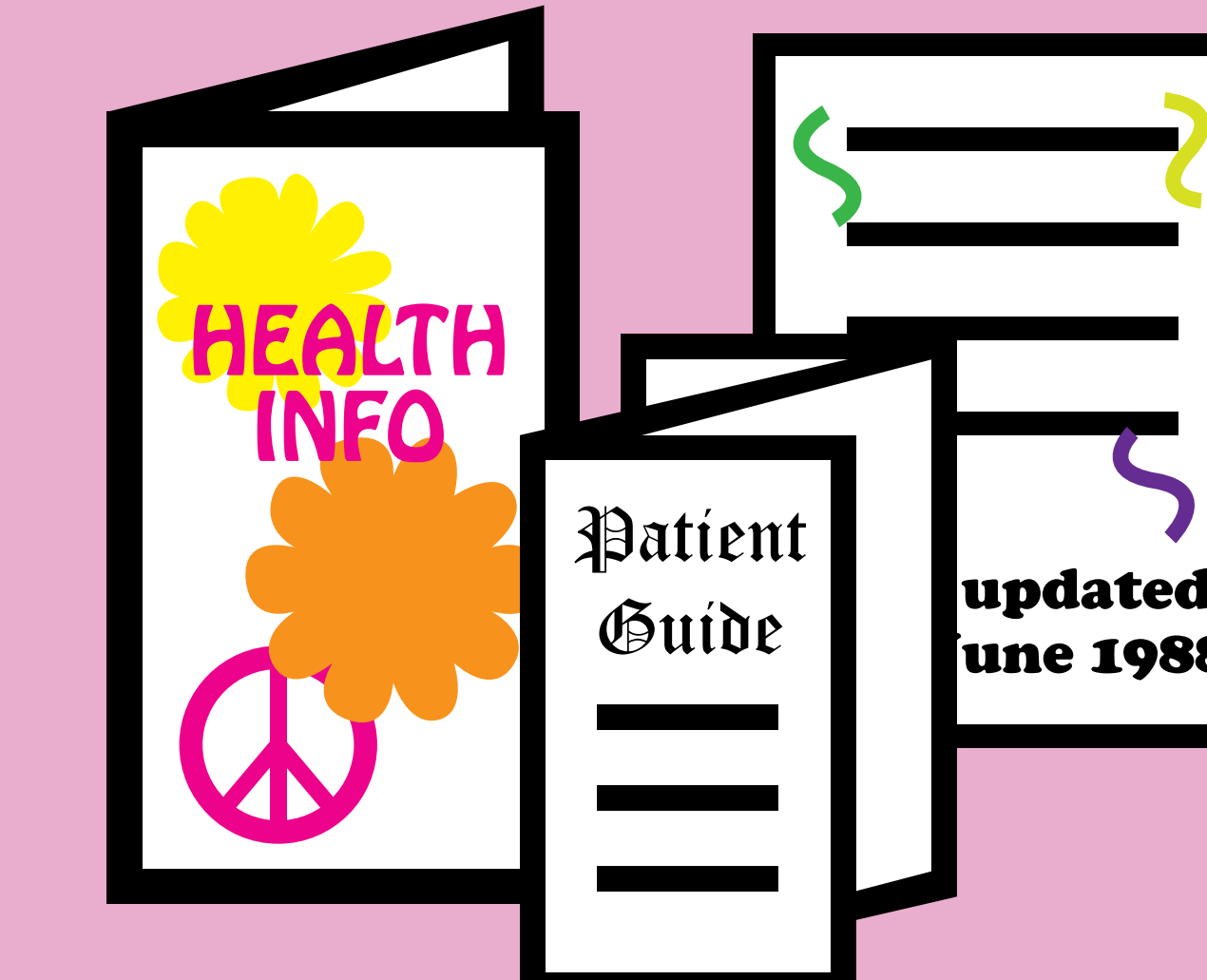
In 2010 work began to create a patient education materials catalogue. Clinical programs were asked to forward all patient education materials.



Approximately **1300** different documents were collected!



Many of the materials were out of date and in need of revision.



And thus, the project was born!

Project Description

Health care professionals were gathered from FHA clinical programs



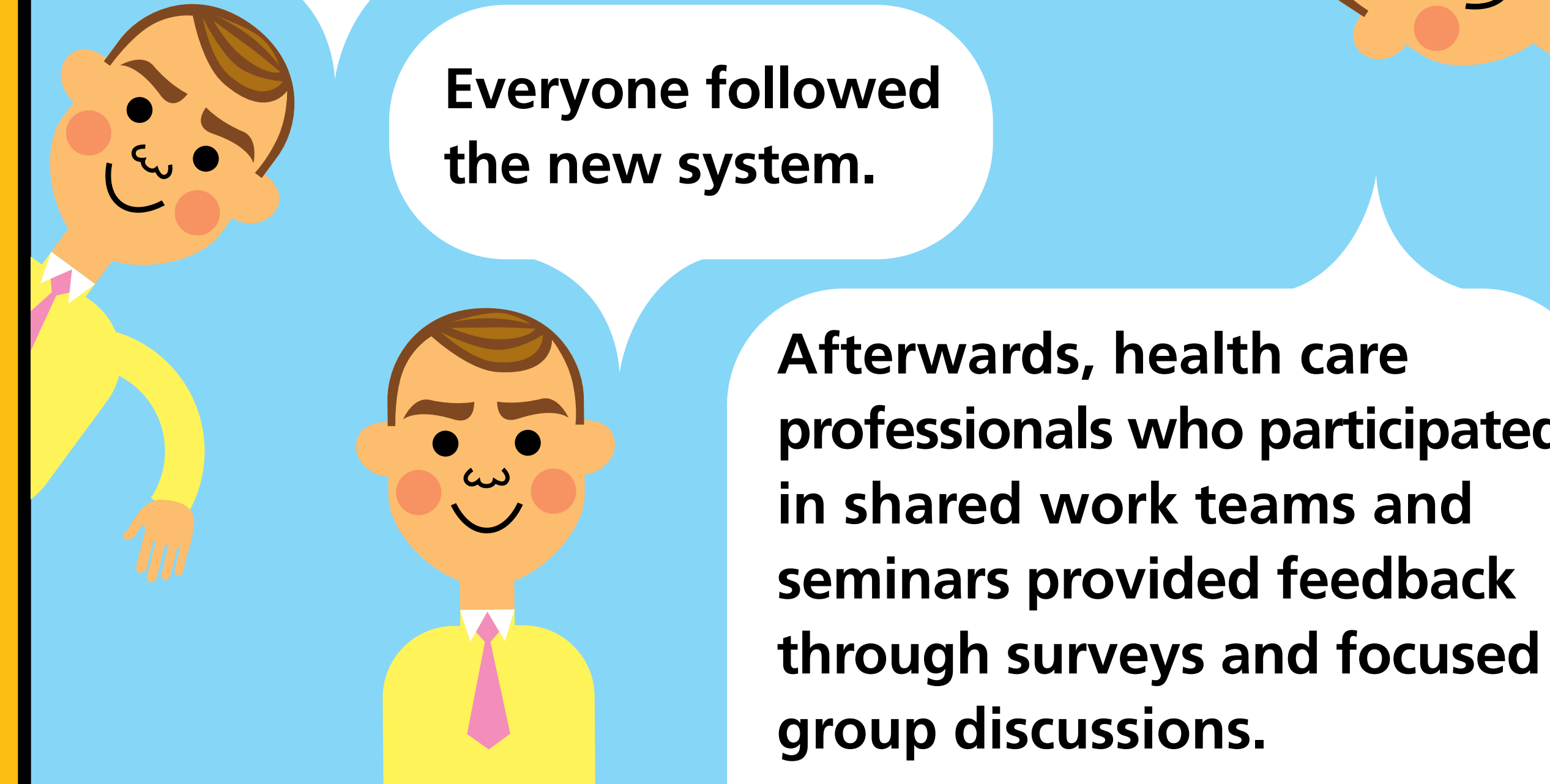
Health care professionals from these clinical programs participated in working groups, called shared work teams to revise patient education materials for their programs. Materials were revised using a systematic, research based approach to literacy principles.



The goal of the project was to develop and test a new system to support creation and revision of patient education materials. The system includes three components:

- 1** Project charter outlining guiding steps, required decisions and actions
- 2** Seminars for staff about basic concepts in health literacy and developing patient education materials.
 - Seminar 1: Introduction to health literacy
 - Seminar 2: Developing patient education materials
- 3** Tools including clear design templates, stakeholder survey forms, clear design assessment guides

The system was tested with health care professionals from different clinical programs.



Outcomes and Impact

In 3 months:

- Clear design templates were created
- Over 40 patient education materials were re-developed
- The curricula for health literacy and developing patient education workshops were implemented

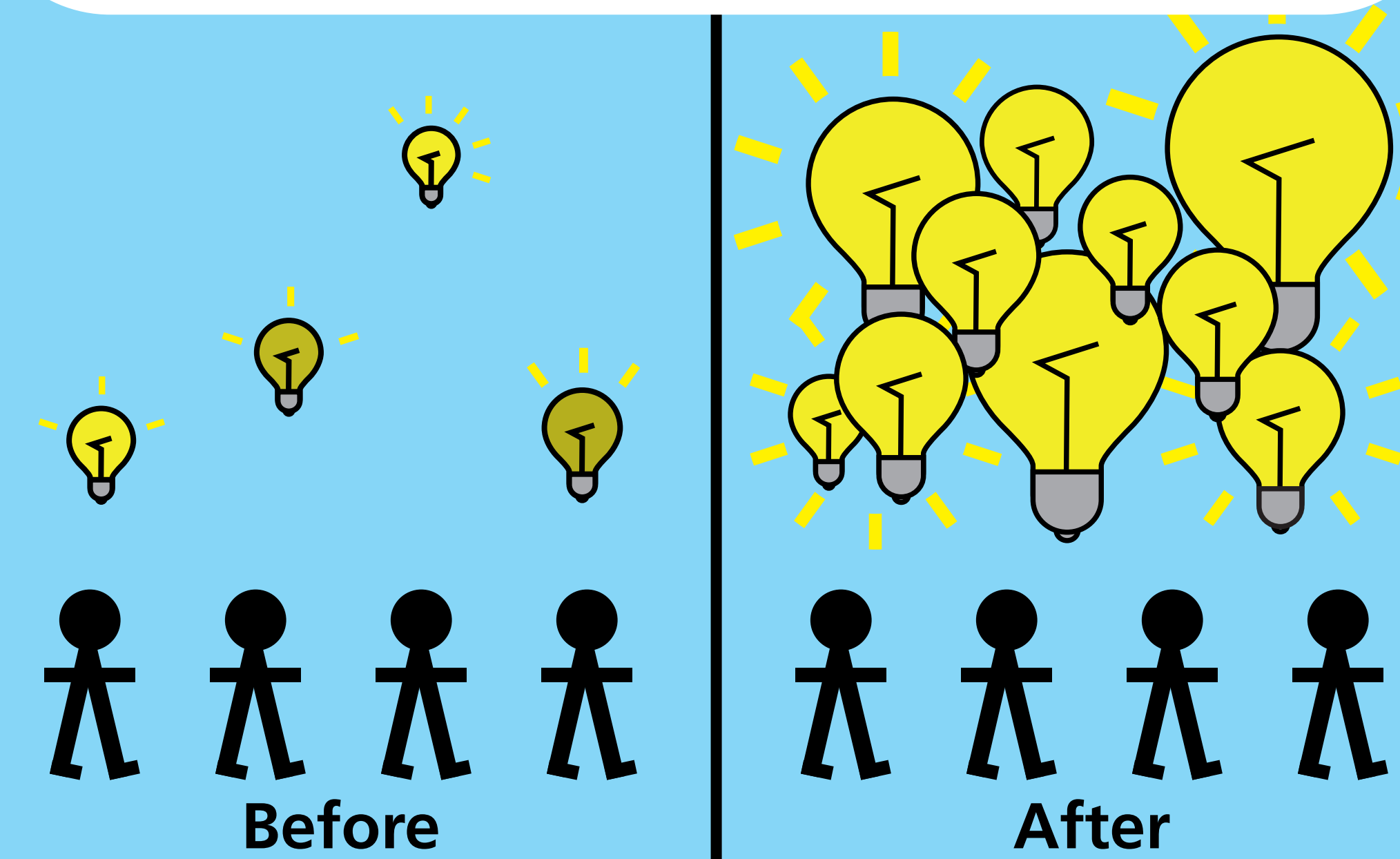


Connections were made between FHA employees interested in health literacy.



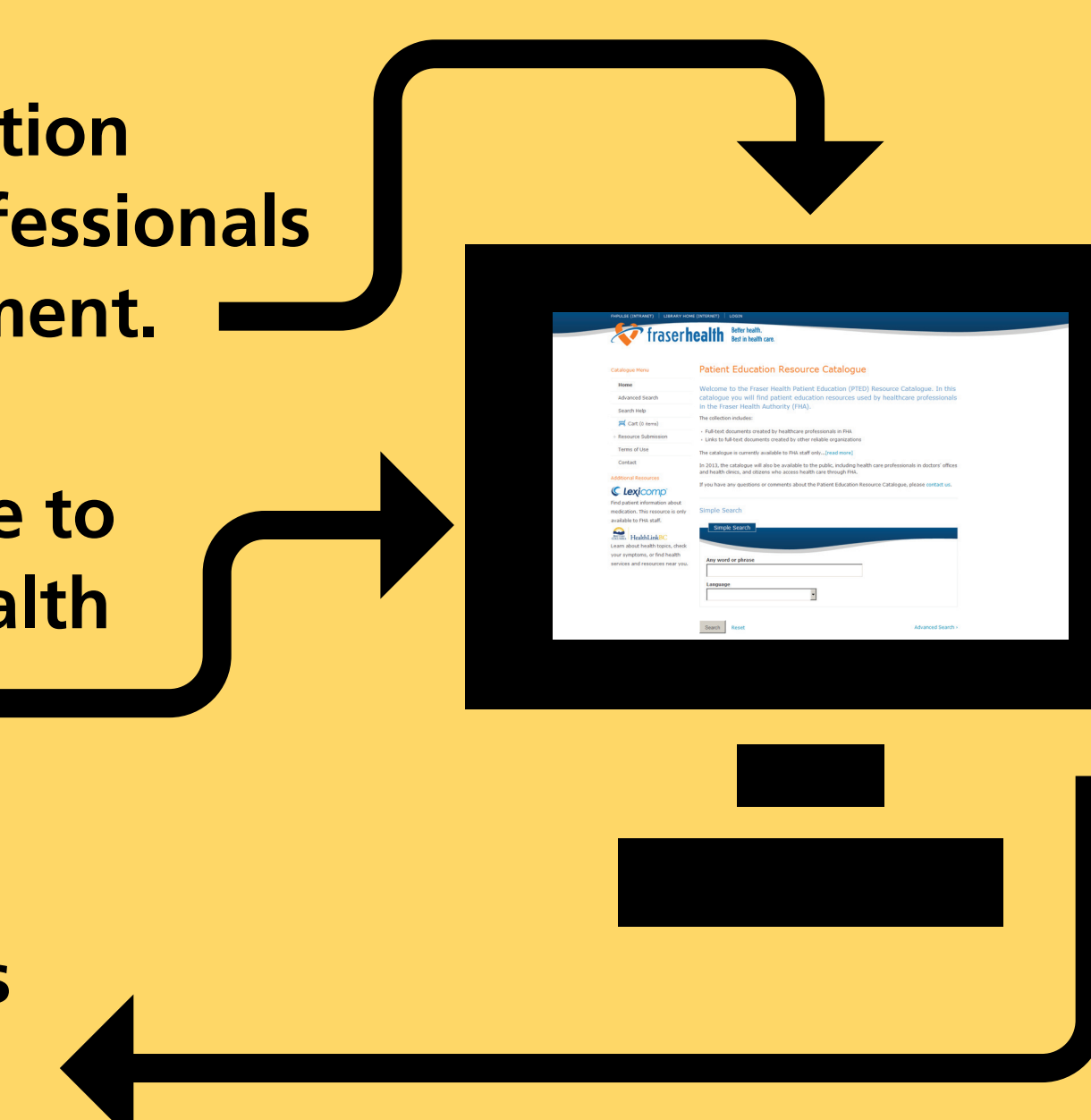
Connections were made with community organizations such as the Patient Voices Network.

Participants have reported an increase in their knowledge and skills related to developing patient education materials.



There are 3 implications for policy, delivery and practice:

- 1** The new system of developing patient education materials meets the needs of health care professionals in FHA because they participated in development.
- 2** Health care professionals in FHA will continue to develop their knowledge and skills about health literacy over time.
- 3** FHA health care professionals, volunteers, patients, and community members can access well developed patient education materials.



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...or is it just the beginning?

