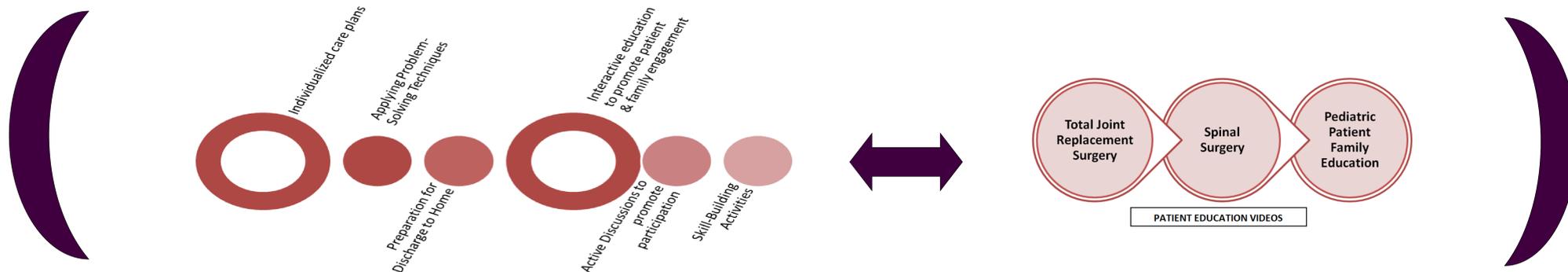




HOSPITAL FOR JOINT DISEASES

Advancing Health Literacy in an Orthopaedic Healthcare Setting

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BACKGROUND

Patient and Family Education at the Hospital for Joint Diseases - NYULMC is provided to assist patients & families to gain the knowledge and skills needed to improve their health outcomes. Lack of a standardized and consistent process regarding the patient & family education materials and resources and timing of instructions all threatened achievement of the desired patient outcomes. As a result, the charter for the Inter-professional Patient & Family Education Council was to design a process that would meet the needs of our patients & families and the goals of the organization and to be consistent with the National standards for patient & family education.

GOALS

1. To provide Patient education information based on the best available evidence.
2. To provide Patient education materials and resources consistent with the established standards for health literacy.
3. To provide an individualized, interactive learning environment that allows the patient and family to ask questions, practice skills, and apply learning to their home situation and implement problem-solving techniques that will aid in a faster recovery.

METHODS

Utilizing the established Shared-Decision Making Councilor Structure, the following structures and processes were used to design and implement customized patient & family education videos:

- * Establishment of workgroups for specific projects.
- * Feedback and recommendations from Unit Practice Councils (UPCs) to inform specific projects.
- * Collaboration with the organization-wide Health Literacy Council.
- * Development of videos and scripts.
 - * Approval process
 - * Videotaping
 - * Pilot testing
- * House-wide education

RESULTS

DEVELOPMENT OF CUSTOMIZED PATIENT/FAMILY EDUCATION VIDEOS

- * Total Joint Replacement Surgery
- * Spinal Surgery
- * Pediatric Patient and Family Education

To support the provision of Patient and Family-Centered Care, the videos were created to enhance the patient's overall experience with the following:

- * Activities to improve knowledge and skills.
- * One-on-One discussions to ensure understanding.
- * Information regarding patient safety.

ONGOING IMPACT

- * Faster recovery = Decreases in Length of Stay (LOS)
- * Increased understanding of steps to take once discharged
- * Improved overall health outcomes
- * Increased patient and family satisfaction
- * Hardwiring of teach-back method

Quarter	Pcare Usage
3Q14	298
4Q14	390
1Q15	562

Quarter	Mean Score
3Q14	84
4Q14	86
1Q15	86

