Full Integration of Low Literacy Patient Education
As Part of the Patient Care Plan

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BACKGROUND
- Need to establish centralized patient education process
- Need to reconvene and enhance Patient and Family Education Council
- Need to standardize patient education documents
- Need for consistent messaging throughout NYULMC
- Need to establish best practices to share information
- Need to enhance understanding about health literacy standards for patient education materials and best ways to utilize materials to maximize patient and family understanding about their diagnosis and treatment

METHODS
- Established the scope of work for the Department of Patient and Family Education.
- Presented Strategic Plan to Administrative and Clinical Leadership Committees.
- Revised Patient and Family Education Committee Standards and Protocols.
- Attended departmental meetings throughout the medical center to discuss existing resources and identify gaps in availability of patient information handouts.
- Created new templates to standardize patient education materials.

GOALS
- To establish the same procedures and patient document formats throughout the medical center.
- To provide easy access for policy standards, forms, and instructions on the intranet for all NYULMC staff to use.
- To improve communication with patients using standardized low literacy educational tools.
- To reach out to patients before, during, and after their hospital stay/visit.

RESULTS
- Creation of a NEW Department of Patient and Family Education (2014)
  - Created Standards and Protocols, Forms, and Instructions for submitting new clinical content and revising existing documents.
  - Created Style Guide to reinforce health literacy standards for writing clinical content.
  - Established one standard template for a unified look and feel for all NYULMC patient education handouts.
  - Established an Active Patient Education Task Force as a working group to review documents for content and to ensure consistency in messaging.
  - Reconvened a Patient Education Council with a multidisciplinary team of doctors, nurses, educators, and administrators to ensure that approved documents follow necessary regulatory and clinical requirements.
  - Exploring the ability to communicate with patients after their hospital stay/visit via the MyChart Electronic Patient Portal.
  - Creating a Low literacy Welcome Packet that will be available in hard copy and electronically.
  - Health Information Specialists available to provide health resources and referrals.
  - Established an Annual Patient and Family Education Conference for Health Professionals and Health Information Days for Patients and the General Public.
  - Designed Social Media pages to spread the word (ie. Facebook and Internal NYULMC Electronic Communities), to share information and provide resources for patient education.

PROJECTED OUTCOMES
- Improved Communication between Patient/Family and Clinical Provider
- Standardized and Centralized Patient Education Materials
- Improved Patient and Family Understanding and Overall Satisfaction

NEWSROOM
NYU Langone Medical Center

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Would you like to learn more about a diagnosis, medication, treatment, or procedure? NYU Langone Medical Center Health Information Specialists Can Help.

RESOURCES