

Improving Patient and Provider Engagement with a Virtual Patient Education Library

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BACKGROUND:

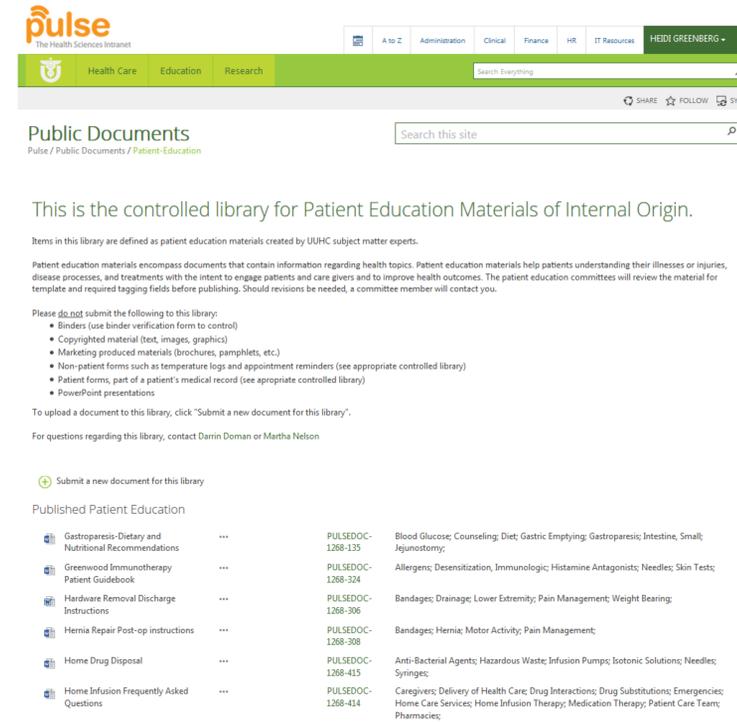
Eccles Health Sciences Library and University of Utah Health Care partnered to centralize and control custom-created patient education documents.

OBJECTIVE:

The goal was to not only meet accreditation requirements for document control, but to create an online library of current and accurate patient education documents. It was desired to corral all custom-created patient education documents. Collected documents were screened and vetted and made available in a central virtual repository library.

METHODS:

- A team was formed to collect, organize, describe, and assign ownership to over 200 documents.
- A call for documents was launched to executive leadership groups, nursing groups, and at staff meetings.
- The team developed a self-service, intranet-based workflow for submitting documents based on Lean principles.
- Prior to publication, documents were assigned ownership, reviewed for health literacy, templated, and assigned MeSH metadata.
- The system supports an automated 3-year review process. Document owners receive an email alert when review of their materials is due. This ensures that all content is up-to-date.



IMPACT:

The virtual patient education repository library has the potential to improve health outcomes, as it increases access to high quality and relevant patient education. Providers are engaged in the process of creating accurate materials that follow health literacy guidelines. This makes it easier for patients to follow instructions and understand their conditions.

RESULTS:

- The online library offers a searchable database that delivers the most current and accurate education materials to patients and providers.
- Reviewing content gives the opportunity to educate providers in the importance of using health literacy guidelines to create custom patient education materials.



This virtual repository library provides the most current patient education materials to providers and patients which increases patient engagement and satisfaction.



PROJECT TEAM: Librarians, Hospital Administration, Patient Education Specialists, IT Staff, Accreditation Team

