SJHMC TIPS FOR CREATING NEW PATIENT EDUCATION

This is a self-guided form to assist you in creating new patient education materials. Members of the Patient Education Committee are also available via email at SJHMC-PatientEducation@DignityHealth.org

Existing Materials
Look for existing patient education documents. Patient education is found in several areas of the organization. If a document is identified, it may be ready for use, or it may need to be updated. It is appropriate to bring existing items to the Multidisciplinary Patient Education Committee.

Examples of places to look for existing patient education:
- Cerner
- SJHMC Copy Center catalogue
- Library
- DynaMed
- Clinical Pharmacology

If you do not find anything, contact a person within the department (such as a nurse educator, nurse manager, Clinical Nurse Specialist).

Content Expert Review
Any new patient education, or any change to existing patient education, requires review by at least two content experts (select from the list below). You may have more people review your document; however before you submit a request to the Multidisciplinary Patient Education Committee, at least two of the following must review (for content).

*There may be special cases when the best available content expert is someone not on this list. In those cases, please have that content expert review, and discuss with the Multidisciplinary Patient Education Committee liaison.

Options include:
- Physician leader
- Nursing leadership
- Department supervisor/manager
- Dietician
- Program Coordinator
- Therapies (PT, OT, ST, RT)
- Pharmacy
- Social work/ Case management
APA Format and Citing References
All references must be appropriately cited on patient education materials. There are resources to help with citation and APA format. The hospital librarian is available to assist you. You are encouraged to contact the librarian to discuss your material.

There are online resources to assist with APA format, for example the Purdue Owl online help: https://owl.english.purdue.edu/owl/resource/560/01/

National and Evidence-Based Sources
Occasionally, there may be national evidence-based materials available from highly reputable sources. A sample list is provided below. Please discuss with the librarian, your manager, and/or another leader such as an educator or Clinical Nurse Specialist.

Nationally available evidence-based sources - No committee approval required:
- Centers for Disease Control and Prevention (CDC)
- Agency for Healthcare Research and Quality (AHRQ)
- Centers for Medicare and Medicaid Services (CMS)
- National Institutes of Health (NIH)
- National Cancer Institute (NCI)
- The Joint Commission (TJC)
- Oncology Nursing Society (ONS)
- Society for Healthcare Epidemiology of America (SHEA)

The Dignity Health Library has a list of patient resources, available at: www.azhin.org/sjhmc (Click on the Patient Resources tab).

Health Literacy Facts
Health literacy is the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.

Content is written at 6th to 8th grade level or below.

Plain language is a strategy for making written and oral information easier for patients and family to understand. Key elements of plain language include:

- Organizing information so that the most important points come first
- Breaking complex information into understandable chunks
- Using simple language and defining technical terms – no medical jargon
- Using the active voice

Make written communication look easy to read by using at least 12-point (14 – 18 preferred) font and keep the length of the sentences between 40 to 50 characters. Use headings and bullets to break up text. Leave plenty of white space around the margins. Supplement instructions with pictures.

Additional information regarding health literacy can be found by visiting the Patient Education Home Page.