FHA Patient Education Materials

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Background:

- The Lower Mainland is known for its widely multicultural population.
- A need was identified for accessible, easy to read patient education materials which are translatable.
Purpose:

- To create patient education materials that are easily understood and translatable to improve communication between laboratory technicians and patients that can be used across the Fraser Health Authority.

- The documents are intended to be available in English, Mandarin, Cantonese, Punjabi, French and Korean.

- Target audience: All patients accessing Fraser Health lab services with a minimum grade six reading level.
Patient Education Material Development Process

Step 1: Assess existing materials

- A review was completed of available Canadian education materials.

- Materials were assessed for plain language content and readability scores.

- Readability Score: A tool to assess the difficulty level in reading and understanding a document by analyzing the number of words in a sentence and syllables in a word. This information is used to assign an associated grade level to the document.
Patient Education Material Development Process

Step 2: Write Plain Language Draft

- The content for the patient education materials was provided by laboratory services. This content was then developed into user-friendly documents and a plain language review was conducted.

- Plain language review: Editing documents to create simple, easy to understand sentences with common language; free from abstract concepts and medical jargon.

- Resources utilized include:
  - MS Word Flesh-Kincaid Reading Level
  - Gunning Fog Readability Index
  - FHA Checklist for Writing Patient Education Materials
  - Providence Health Care Plain Words Watch List
  - Plain English Lexicon
Patient Education Material Development Process
Step 2: Plain Language Draft - Example

Before:

3. Wash the **vulva** thoroughly with **towelette** provided.

4. With the **labia** held widely apart, **commence urination**. Pass the initial one to two ounces (30 to 60 mL) into the toilet.

After:

3. Carefully wash the **vulva** (external genitals, including the inner and outer labia) with the **towelette (wipe)** provided.

4. Hold the **labia** apart and **begin to urinate** (pee). Allow the first one or two ounces (30-60mL) to go into the toilet.
Step 3: Obtain Feedback from Clinical Team

- Materials were reviewed with the project supervisor, Clinical Practice Consultant for Professional Practice and Integration at Fraser Health.

- Feedback was provided regarding formatting, phrasing, readability and universal applicability.

For 7 days before and during the stool (poop) collection period, avoid non-steroidal anti-inflammatory drugs such as ibuprofen (Advil), naproxen or aspirin. Check with your doctor about these medications. Acetaminophen (Tylenol) can be taken as needed.

For 3 days before and during the stool collection period, do not take more than 250 mg of vitamin C per day from supplements, citrus fruits and juices (for example, 2 cups of juice, or 2 whole fruits or vegetables high in vitamin C such as oranges, grapefruits, or red and yellow peppers per day).

For 3 days before and during the stool (poop) collection period, avoid red meat. Instead, eat well-cooked pork, poultry or fish. Your diet should be well-balanced. Eat foods high in fiber such as bran cereals, fruits and vegetables.

To collect the (stool) sample:

1. Write your name, age, address on the front of all three sample cards.

2. It is important that toilet water or urine (pee) does not mix with the stool (poop) because your sample will not be accepted by the lab. If you have to void (pee), do this before you collect your sample. Defecate (poop) stool/faecal directly into a clean, wide-mouth container or into a clean plastic bag.
Step 4: Obtain Content Approval from Relevant Disciplines and Stakeholders

- All developed materials were sent to laboratory services for review for content appropriateness and accuracy of information.

- Permission was obtained to utilize Fraser Health Authority patient education template.

- Feedback was given and implemented into final draft.
Patient Education Material Development Process

Step 5: Insert Content into FHA Patient Education Template

How to Collect a Midstream Urine Sample - Male

If your health care provider has asked you to provide a urine sample or specimen, follow these steps to collect your urine:

Materials
You will need:

- Moist towelette provided
- Sterile leak-proof screw capped container provided

Instructions

1. Check that your name and date of birth are written on the container provided
2. Wash your hands with soap and water, dry them with a towel
3. Carefully wash the tip of your penis with the towelette (wipe) provided.
The following documents have been submitted for final review and will be uploaded to the Fraser Health Authority Patient Education Catalogue and submitted for translation:

- How to collect a midstream urine sample: Female
- How to collect a midstream urine sample: Male
- Urine sample collection for infants
- Instructions for a fasting blood test
- Instructions for a lipid profile blood test
- How to collect a stool sample: Stool for occult blood
- How to collect a stool sample: Stool for C&S and O&P
- How to collect a 24 hour urine sample
- How to collect a sputum sample
- Common questions for lab procedures
- Instructions for phlebotomy
- Instructions for ECG

The documents have been approved for Fraser Health, and are awaiting approval for other BC health authorities.