

Patient Education Materials Policy & Procedure

Purpose: Direct-care staff are in an ideal position to identify patients' and families' commonly asked questions and to identify gaps in available educational materials. Some staff have taken the initiative to fill these gaps by creating educational handouts. The department seeks to encourage these efforts and provide assistance in creating them. Creating a process to do so also will help to ensure that staff-authored educational materials meet certain standards and that they are available for other Social Services staff to use.

Examples of staff-authored Patient Education Materials:

- [How to FIND a psychotherapist](#)
- [How to CHOOSE a psychotherapist who is right for you](#)
- [Military Leave Request \(to Visit Ill Relative\)](#)
- This example was set-up as a webpage for staff reference- could be formatted as a patient education handout: [Behavioral Health Referrals](#)

Policy:

1. The Community Resource Center (CRC) will serve as a central resource and review body for all departmental patient education materials. Staff creating patient education materials should contact the CRC for:
 - a. Consultation
 - b. Surveying for existing alternative patient education materials
 - c. Writing assistance
 - d. Editing assistance
 - i. This includes educating about, and reviewing for, Plain Language compliance. "Plain language" means using evidence-based guidelines related to wording, layout, formatting, and use of graphics, that not only make documents easy to read, but more likely that people of all reading levels **will** read them
 - e. Ensuring that materials reflect a consistent look and feel, including clear department identification and copyright notification
 - f. Distribution to Department staff (e.g., post to website) for use with patients/families

2. CRC staff will use a panel of “Clinical Content Expert” consultants to review content from a clinical perspective.
 - a. CRC will recruit departmental staff with pertinent clinical expertise in collaboration with the author.
 - b. CRC staff will provide Clinical Content Experts a brief, optional, “Plain Language” training.
 - c. Clinical Content Experts will be asked to consult on a maximum of one project at a time.
 - d. The CRC will maintain records of Clinical Content Experts’ project involvement as well as areas of clinical expertise.