

The Patient & Family Education Center
10 Years and still going strong

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Thursday, Oct. 8, 2009
1:30 pm-2:45 pm

How it got started

- Proposal
 - VIP support
 - Money
 - Space
 - Passion
 - Proof of value to the institution
-

Proposal

- | | |
|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Introduction | <input type="checkbox"/> Personnel |
| <input type="checkbox"/> Background | <input type="checkbox"/> Evaluation |
| <input type="checkbox"/> Significance | <input type="checkbox"/> Budget |
| <input type="checkbox"/> Description | <input type="checkbox"/> Summary |
| <input type="checkbox"/> Structure | <input type="checkbox"/> References |
-

VIP Support
who can provide leadership

- Community and patient relations department
- Physicians, nurses, and other health care professionals
- Marketing and communication department
- Medical library
- Development
- Board members/donors

Show me the money
sources of financial support

- Fundraising
- Golf Tournament
- Hospital department
- Grant funding
- Donors

Space: where and how much

- Easy access for patients, families and staff
- Visible
- Central
- Picture
- Square feet
- layout



Our space and changes

- 1,060 square feet
- Admin assistant & volunteer
- workspace
- Seating
- Shelving
- Teaching
- 2 Consult rooms
- Carrels
- storage





Passion and proof of value

- Mission statement
- Enthusiastic response from users
- Performance monitoring
- Benchmarking

Keeping track of visitors

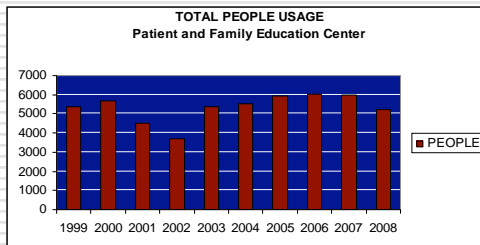
DB#
Date
Time
Number of Visitors P F S V
Subject(s) Of InterestType(s)
of Information or Service Provided

Summary of statistics

2008	visits	people	patient	family	staff	visitor
1st	889	1571	469	335	682	85
2nd	742	1615	411	261	740	203
3rd	561	1193	310	236	599	48
4th	459	866	240	128	431	67
TOTAL	2651	5245	1430	960	2452	403

2009	visits	people	patient	family	staff	visitor
1st	470	978	251	140	524	63
2nd						
3rd						
4th						
TOTAL						

Statistics



Patient Satisfaction Data

- Patient and Family Education Center
- Satisfaction Survey Jan 2008-Dec 2008
- 1. Did you receive the information you requested? Yes - 20 No - 1
- Additional Comments: Very Helpful
- 2. Was the information that you received helpful? Yes - 20 No - 1
- Additional Comments: Very good
- 3. Was the staff helpful and courteous? Yes - 20 No - 1
- Additional Comments: Personnel are fabulous
- Ms. Mary is always very nice and knowledgeable
- Very helpful, very courteous
- Excellent
- Very kind to 79 year old senior
- 4. Overall, how would you rate your satisfaction with the Patient and Family Education Center? Very satisfied - 19, Satisfied - 1, Neutral - 1, Dissatisfied- 0, Very Dissatisfied - 0
- 5. How did you learn about the Patient and Family Education Center?
- Walked by- 10
- Used before- 1
- Sign- 3
- Relative- 1
- Doctor- 2
- Nurse- 1
- Closed-Circuit TV- 1

comments

- 6. Other comments and/or suggestions ?
- Very helpful and quick
- Thank-you for having the Center available.
- Keep it up!
- Mia's concern and assistance enabled my daughter (a patient) to have her chance to cast her vote for the President of the United States.
- Great place to read, rest and reflect.
- Staff member who helped us was very courteous and helpful.
- She was like a breath of fresh air.
- Nothing more could be added to the excellent and compassionate service my daughter and I received.
- Great to know there is a resource at the hospital to assist guests.
- What a valuable resource center.
- Pleasant, quiet and very comfortable.

2. Opening 1999

- Functions
- Services
- Furniture
- Staffing
- Marketing
- Equipment
- Collection

Functions: Media Services

- Pamphlets
- Video tape viewing
- Books
- Audiotapes
- Magazines
- Computers
- Models
- Photocopying/fax

Services

- Browsing Library
- Classes
- Computer searches
- Support groups

Furniture

- File Cabinets for Storage
- Chairs
- Tables
- Desks
- Shelving for display
- Paintings
- Computer /video carrels

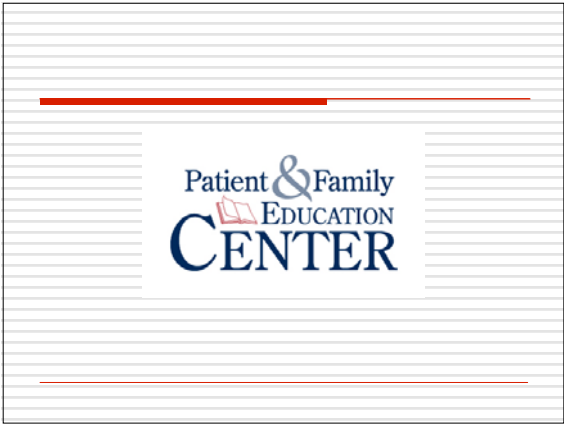


Staffing-Job Descriptions-Orientation

- Manager
- Volunteers
- Medical librarian
- Students
- Early return to work disability
- Retired health care workers

Marketing

- Opening announcements
- Posted flyers
- Bookmarks
- Short film on closed circuit TV
- Signs
- Folders
- Word of mouth





- Equipment**
- Computers
 - Software
 - TV's
 - Laptop /projector
 - Copy /fax machine
 - Color printer
 - Phones
 - Models

Collection

- Subject headings
- Books
- Pamphlets
- Institutional patient instructions
- Videos
- CD's
- Magazines
- models

3. Ongoing Challenges

- Space (everybody wants it)
- Usage of conf room
- Staffing
- Changing technology
- Discussion

References:

- Giloth, B. "Managing Hospital –Based Patient Education." Chicago, IL :American Hospital association (AHA) , 1993
- Kernaghan,S.G.and Gilroth, B.E. *Consumer Health Information: Managing Hospital Based Centers.* Chicago: American Hospital Association, 1991
