



Avec vous, pour la Vie



Centre hospitalier
universitaire
de Sherbrooke

Adapting Information to Encourage Patient Participation

2013 CHSSN Conference
Quebec City, February 12, 2013



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Le CHUS en chiffres

Ressources humaines

6 084 employés

644 médecins et pharmaciens

2645 étudiants et stagiaires dont 796 en médecine (années 1 à 4)

620 résidents

788 bénévoles

Soins et services

26 262 chirurgies

2 813 accouchements

286 684 interventions et examens d'imagerie médicale

89 289 visites à l'urgence

31 279 hospitalisations

4 684 973 kg de linge traité à la buanderie

(Source: **CHUS en chiffres 2011-2012**)





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RÉSEAU UNIVERSITAIRE INTÉGRÉ DE SANTÉ DE SHERBROOKE

Population du bassin de desserte du CHUS
SHERBROOKE RÉSEAU UNIVERSITAIRE INTÉGRÉ DE SANTÉ
Population of Area Served by CHUS



La population totale du RUIS de Sherbrooke	1 026 741
Le RUIS Sherbrooke : % de la population du Québec	13,5 %
La desserte du CHUS avant l'application RUIS (Estrie)	4,0 %
Communauté expression anglaise	7,6%

Note : Pour les services surspécialisés dont : cardiologie, neurochirurgie, oncologie, néonatalogie, etc.



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English-Language Care and Services

- “Indicated” institutions
- Communication: issue of quality
 - verbal
 - written
- Anglophone community representatives
 - Board of directors
 - Users’ committee
 - English language committee
 - Regional action plan
 - Four meetings/year





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Considering Patients' Experience

The overall perceptions and experiences of patients and their loved ones throughout their care trajectory.

These perceptions evolve at each point of contact, whether clinical or otherwise.





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Adapting Information to Encourage Patient Participation

Examples of benefits:

Efficacy of care: better compliance with medication

Efficiency: better preparation for medical examinations (time of appointment, fasting, etc.)

Safety: better handling of hazardous medications

Continuity: better management of condition after returning home



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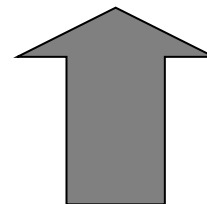
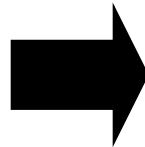


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Profile of Our Patients (Literacy)

- Limited reading comprehension skills
- 48% of Canadians = reading skills around Secondary 1* student level
- Most susceptible populations: >65 years old, sick people, immigrants/First Nations

**Minimizing the
effort of reading**



**Comprehension
USAGE**

*Level 3 literacy according to the International Adult Literacy and Skills Survey (IALSS), 2003



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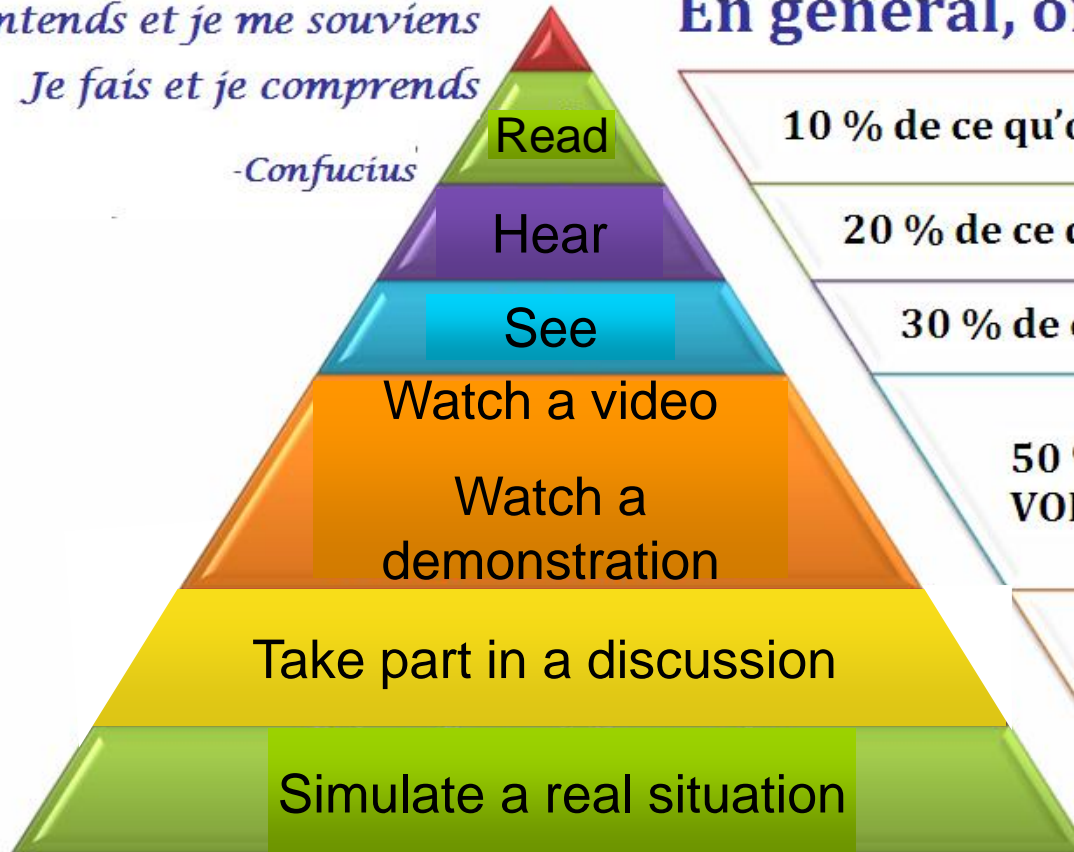


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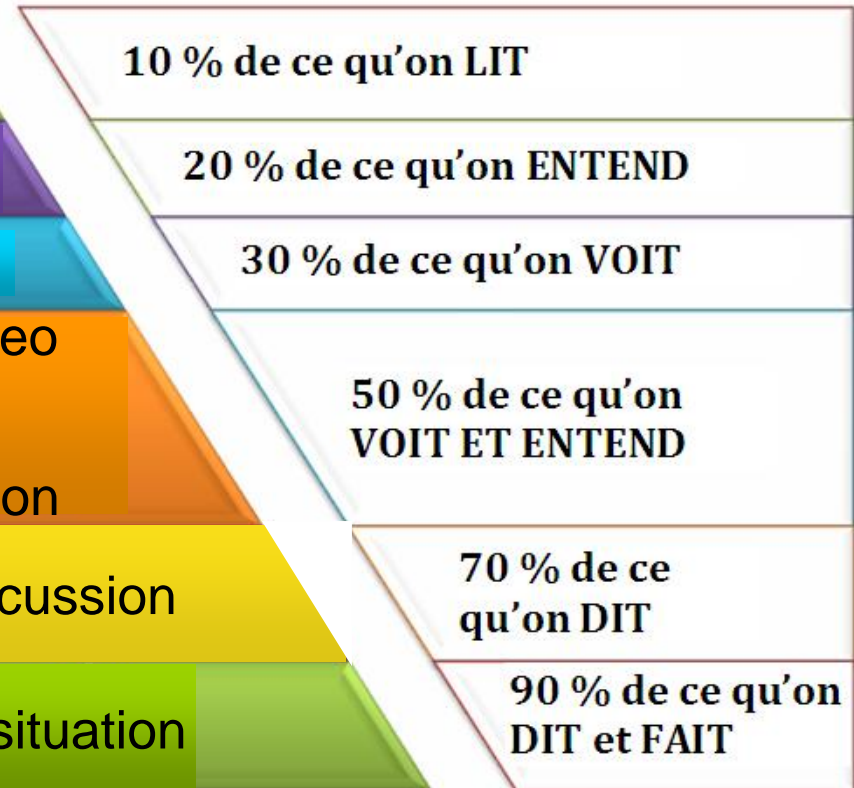
La Pyramide de l'apprentissage The Learning Pyramid

*Je vois et j'oublie
J'entends et je me souviens
Je fais et je comprends*

-Confucius



En général, on retient: In general, you



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Source: Edgar Dale (1969)



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CHSSN (2009-13)

- Inventory of our documents aimed at patients
- Production of seven educational videos
 - On the unit (e.g., Coumadin, chemotherapy, cardiology, etc.)
 - Online (e.g., maternity and home antibiotic therapy)

I am going to the emergency

I am undergoing examinations or tests

I am having surgery

I am being hospitalized

I'm having a baby

I am being discharged

I am visiting a patient

I need my medical file

I am satisfied | dissatisfied with services received

I want to know about my rights

I need documentation for...

I need to park at the CHUS

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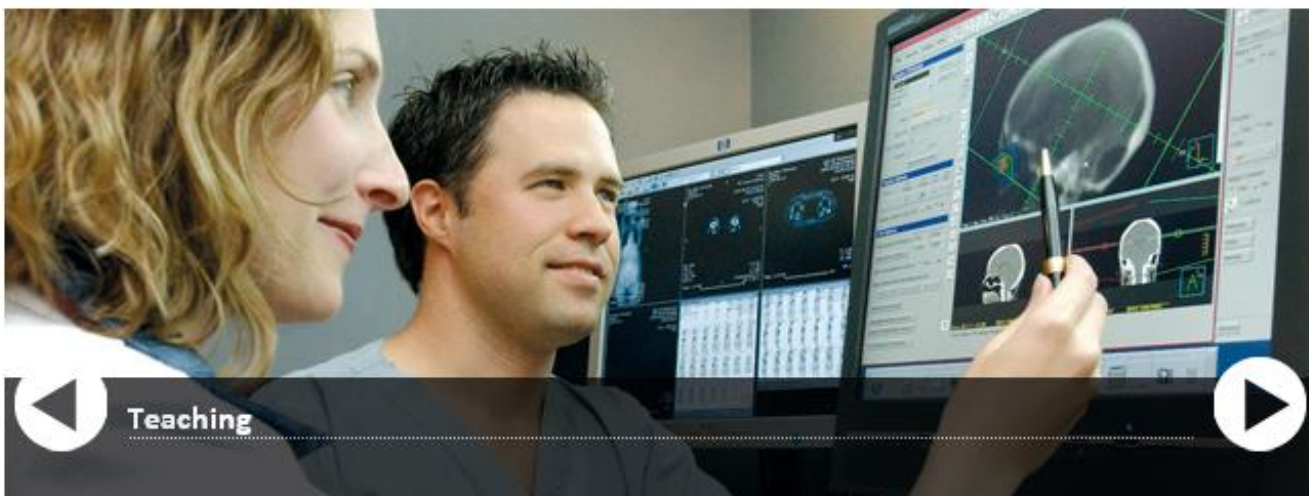
2013-01-16

Influenza | Levée partielle de l'interdiction des visites

2013-01-09

Influenza - Flu Outbreak : visits are forbidden

All news



Teaching

Coming up | Events

2012-11-29

AU COEUR DE LA VIE | 30 nov • 19 h | Radio-Canada Estrie • TÉLÉ-RADIO-WEB

All events

Jobs

Want to work in a university hospital center that has a human scale?



CHUS is the place for you! In the heart of the Eastern Townships, a beautiful area, a great place to work.

Learn about available jobs and apply online!

Available jobs

1. Contact the Info-Santé hotline, available 24/7:



2. Contact your family physician.

3. If the Info-Santé hotline recommends you to go to the emergency, head to an emergency room. To understand the waiting times in emergency, [click here](#).

4. If your condition is less urgent, head to a [medical clinic](#).

message
IMPORTANT

SAISON GRIPPALE

visites RESTREINTES dans
certaines unités

>> CLIQUEZ POUR PLUS D'INFORMATION

CHUS in numbers

Human resources

5 915 employees

622 physicians and pharmacists

2631 residents, interns and students, including 569 in
Medicine (years 1-4)

617 residents

775 volunteers

Care and services

I'm having a baby

You're expecting. Congratulations! Over the coming months, you'll be preparing for the baby's birth. The CHUS maternity ward staff is there to support you during this memorable experience.

To reach us

24 hours a day, 7 days a week

819 346-1110, ext. 14115

[Visit our maternity unit](#)

[Brochure Childbirth at the CHUS](#)

[Useful documents](#)

[Clinics related to pregnancy](#)

[Additional info](#)

Visit our maternity unit

Visit our maternity unit before your delivery.



Consult the brochure "[Childbirth at the CHUS](#)" to help prepare yourself for this event.



Documents related to the brochure

- Pre-admission questionnaire | [Delivery](#) [pdf]
- Questionnaire | [Your wishes and expectations](#) [pdf]
- What to bring | [List of suggested items](#) [pdf]
- Photos | [Birthing positions](#) (in French only) [pdf]
- Photos | [Birthing room and operating room](#) (cesarean) [pegs]
- Web site | [From Tiny Tot to Toddler: a practical guide for parents from pregnancy to age two guide](#).



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Video Excerpts



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CHSSN (2009-13)

Lessons learned

- 3-5 minute clips (YouTube)
- Narration
- Actors vs. employees
- Students
- Testing with patients (e.g., cardiac surgery)



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Discussion

