

LOS ANGELES GENERAL MEDICAL CENTER POLICY

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| Subject: PATIENT EDUCATIONAL MATERIALS | Original Issue Date: 5/1/02 | Policy # 1001 |
| | Supersedes: 2/11/14 | Effective Date: 4/17/20 |
| Policy Owner(s): Chief Nursing Officer Executive Sponsor(s): Chief Executive Officer | | |
| Departments Consulted: Nursing Services Community Relations | Reviewed & approved by: Attending Staff Association Executive Committee Senior Executive Officer | Approved by: (Signature on File) Chief Executive Officer |
| | | (Signature on File) Chief Executive Officer |

PURPOSE

To provide guidelines for individual patient care services to evaluate and approve patient educational materials.

POLICY

Individual patient care services evaluate and approve educational materials for distribution to patients and/or their families. Reviewers should focus on the educational value to the specific patient population, the accuracy of the content, the cultural sensitivity to the intended audience, and whether or not the majority of patients will understand the information presented. The following guidelines shall be used to evaluate patient education material:

- Material that is currently used in the specialty area and meets patient/family education needs should be approved if it meets the criteria below:
 - ◆ Material that has been reviewed and approved by a Los Angeles County Department of Health Services Division or Program Office is approved for use in Medical Center facilities.
 - ◆ Materials from reputable local, State, or national organizations such as the National Institute of Health or the Centers for Disease Control are very reliable. Materials from volunteer organizations such as the American Red Cross, American Heart Association, and American Cancer Society are also usually acceptable.
 - ◆ Materials provided by private vendors, such as pharmaceutical companies, should not be used unless it provides instructions for a product in use by a specific patient.
 - If these materials are used, it shall be understood that the County does not endorse the products and advertisement material should be removed wherever possible.
 - ◆ Review all materials for copyright protections prior to alteration or duplication. Government agencies will usually provide additional copies upon request. Volunteer organizations may require purchase.

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- Material translated into a foreign language must be approved by the area administrator and the Director of Community Relations.

PROCEDURE

Reviewers shall:

- Use the attached evaluation form to evaluate patient education material.
- Attempt to provide written education at a 6th grade reading level
- Obtain written permission to reproduce nonpublic domain educational material and maintain documentation on file.
- Obtain written approval of translated material if indicated.
- Maintain a record of educational material approval forms.

REFERENCES

DHS Cultural and Linguistic Competency Standards
Medical Center Policy #111, Translation of Written Material
Joint Commission Standards (Education and Communication)

ATTACHMENT

Attachment-A: Medical Center Patient Education Material Evaluation Form

REVISION DATES

May 1, 2002; February 22, 2005; October 16, 2008; February 11, 2014; April 17, 2020