

The Challenge: Do Patients Know How to Take Care of Themselves?

Patient Education
Materials

Do Patients Understand?

Do patients know what to do?
Actionability

Reading Level

How many pages?

Visual Aids

Source: External Vendor vs. Home-grown

The Measuring Stick

AHRQ: Patient Education Materials Assessment Tool (PEMAT)

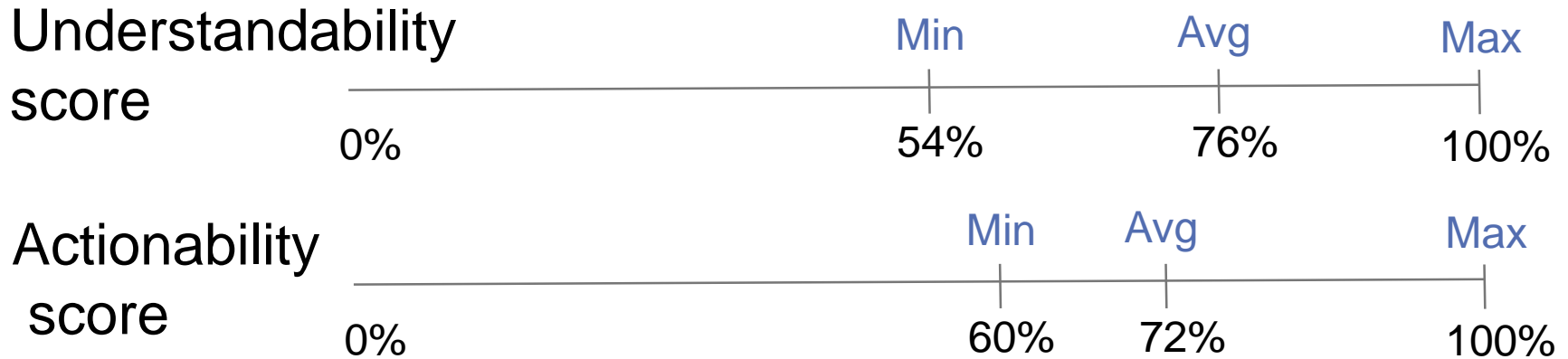
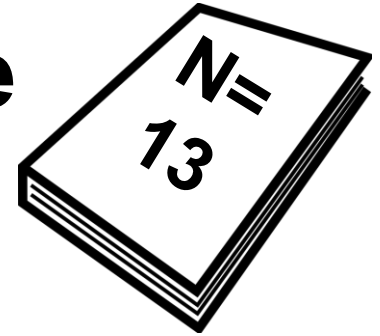
Understandability:

- The material uses common, everyday language.
- Numbers ...are clear and easy to understand.
- ... breaks or "chunks" information into short sections

Actionability:

- ... clearly identifies at least one action the user can take.
- ... uses visual aids whenever they could make it easier to act on the instructions.

The Results: How good are the Patient Education Materials?



Source	Understandability	Actionability
staff group (n=8)	82%	79%
vendor (n=3)	73%	60%
MD notes (n=2)	58%	60%