

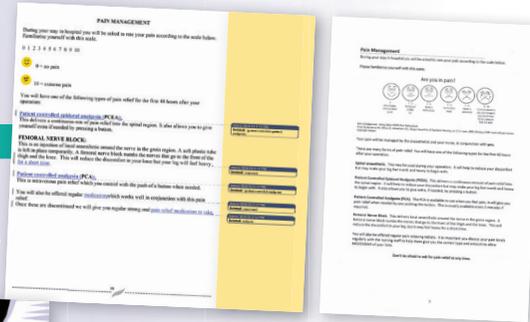


A Joint Effort –

Improving patient information for hip and knee joint replacement

OPPORTUNITY

The new Elective Surgery Centre's (ESC) focus on **Total Hip Joint Replacement (THJR)** and **Total Knee Joint Replacement (TKJR)** surgery provided an opportunity to review, rewrite and update the design of the existing and outdated patient information booklets.



A JOINT EFFORT

The revision of the **Total Hip Joint** and **Total Knee Joint Replacement** booklets is a joint collaboration between Health Link North's consumer health literacy review group, Waitemata DHB orthopaedic nurses, Nurse Educator and Pre-Admission nurses, physiotherapy, occupational therapy, social work and Needs Assessment Service Co-ordinator (NASC).



THE RESULT:

Patients undergoing total knee joint or hip joint replacement surgery are provided with plain English information and easy to follow diagrams and instructions to support their patient journey from pre-admission to return home.



WHY

Both patient information booklets were inconsistent and outdated in formatting and design. The booklets were not consumer friendly and difficult for other cultures to follow the information. It was timely to review the booklets with the opening of the ESC.

WHAT WE DID:

- First review: Health Link North Consumer Health Literacy Review Group reviewed the existing information booklets over several weeks.
 - Recommended removal of colloquialisms and rewrote booklets in plain English to meet needs of people from other cultures. Where appropriate information in both booklets needed to be consistent and formatting and design updated.
- Second review: Waitemata DHB Orthopaedic Nurse Educator and Senior Orthopaedic Physiotherapist reviewed the revised version along with orthopaedic nursing staff, occupational therapy, social work and NASC.
 - The team accepted the recommendation that the two booklets be consistent in design and format, with easy to follow information and diagrams and incorporated their own recommendations into the final booklets.

FEEDBACK FROM PATIENTS:

- “The booklet is great! Easy to read and understand.”
- “The information is worded so that I understand what will be happening to me.”

ACKNOWLEDGEMENTS: Health Link North Consumer Health Literacy Review Group members, Beverley Hopper, Kate Risbrooke, Maureen Hansen and Heather Twiss.



CHRISTINA LEE,
Korean Consumer Health Literacy
Volunteer

Review Group volunteer

- The new booklet is more user-friendly and easier for people to understand. Complicated words and sentences in the old booklet such as “very best shot, optimum, clench, sturdy and flex” have been replaced by different words for people to understand more easily.
- The explanation of the total hip joint replacement and total knee joint replacement is clear in the new booklet by the use of descriptive pictures. Also medical terms are referred by simpler words in the new booklet to help people with less medical knowledge understand, for example, femur (thigh bone), tibia (shin bone), patella (knee cap), acetabulum (socket).
- The layout of the different suggestions for looking after yourself at home following your operation is clearer in the new booklet; it is sub-categorized into different sections (kitchen, living room, all rooms, bedroom and bathroom). This will be easier for readers to read and follow.
- The pain management scale with 6 different faces in the new booklet allows people to express their pain better; as in the old booklet, there were only two faces.
- The pictures in the new booklet for post operation are very clear and effective. Also the words “good leg, affected leg” has been replaced by “operated leg and non-operated leg” in the new booklet which is clearer.

Overall, the format and the layout of the new booklet is much clearer and eye catching. Part of the old booklet where it was hard to understand has been explained better in the new booklet. This will help readers to understand the information more easily. I believe our team has done a great job to provide people with an exceptional booklet about the total hip joint replacement and the total knee replacement.



SANNY CHAN,
Chinese Consumer Health Literacy
Volunteer

Review Group volunteer

- Thoughts or impressions of the old hip and knee replacement booklets:**
 - It was not consistent with the Waitemata DHB booklet design and logo.
 - Wordings were a bit difficult to understand and did not give a good impression of the hip and knee joint replacement surgery.
 - Use of medical teams' name or terms was confusing e.g. Surgeon or consultant, post operative or discharge
 - Pictures were old and difficult to see.
 - Unclear instruction on the physiotherapy exercise e.g. Aim for 6 during the day on p.4 of **Total Knee Joint Replacement** booklet
 - The preparation for patient prior to admitting into hospital was scattered in different sections, it should be presented in more logical order in different sections. For example, present the things to prepare for the kitchen in one section, follow with bedroom and bathroom etc.
 - The contact details were incorrect on the booklets
- Thoughts on reviewing the booklets:**
 - It was a great experience to be able to review these booklets. I feel that as the Health Literacy group has made a big difference in the presentation and wordings of the booklets that would benefit patients.
 - I came from a health background and worked in a hospital for a few years and by reviewing these booklets, it enabled me to see the information from the patients' perspective. It surely has changed my practice when I need to develop any information booklet in future. Although I went through a literacy test when developing any information booklets in the past, it was a bit different to what the Health Literacy group did. I think the work that the Health Literacy group did, has made a significant change for patients.

- Thoughts on the new booklets:**
 - The new booklets look great. It follows the Waitemata DHB format of all information booklets.
 - The wording is easier to read for the general public, less medical jargon.
 - The pictures for exercises are more appropriate and clear for people to follow.
 - The flow of the information on the booklet is easier to follow.
 - Up to date with the contact details.

Bev Hopper – Nurse Educator Orthopaedics Waitemata DHB
Anne Curtis – Community Engagement Co-ordinator Health Link North
Kate Risbrooke – Senior Orthopaedic Physiotherapist Waitemata DHB
Maureen Hansen and Heather Twiss – Pre-admission nurses

