

## **POSSE Patient-Centered Domain Implementation Strategies**

### **General Approach**

The following is a list of HCIF strategies to support POSSE hospitals in promoting health literacy in patient-provider communication related to post-surgical pain management and appropriate opioid use:

- Engage Patient and Family Advisors to review and provide feedback on existing patient education materials
- Utilize health literacy experts at HCIF to review existing patient education materials using validated assessments like AHRQ's Patient Education Materials Assessment Tool (PEMAT); share individualized feedback and recommendations with participating hospitals to increase health literacy of patient education materials
- Offer additional technical assistance to hospitals for materials revisions
- Develop a diverse suite of surgery-specific, health literate, patient-reviewed education materials for POSSE hospitals to implement in addition to, or instead of, their current materials

### **POSSE Patient Education Materials**

Based on existing materials currently in use by POSSE hospitals, patient feedback, and best practices in health literacy, HCIF has developed several materials for POSSE hospitals to implement:

- **“Managing Your Pain After You Have Surgery” Patient Education Video (to be screened at PANC meeting):** This comprehensive 5-minute video includes information on pain expectations and pain management after surgery, and detailed information on opioid risks and safety. The video is publicly available on YouTube; the link and the video file will be shared with POSSE hospitals.
- **“Managing Your Pain After You Have Surgery” Trifold Brochure:** This brochure includes general information on pain expectations and pain management after surgery, with high level information about opioids. *6<sup>th</sup> grade reading level*
- **“Managing Pain After Surgery With Opioids” Trifold Brochure:** This brochure is specific to using opioids for pain management after surgery, and includes more detailed information on risks and safety. *8<sup>th</sup> grade reading level*
- **“Questions to Ask Before My Surgery/Questions About My Medication” Brochure Insert:** This insert can be paired with either brochure, and provides patients with conversational prompts and with a place to write down answers to questions encouraged in other companion materials. *Short material, no assessment performed.*
- **“Taking Opioids After You Have Surgery” Frequently Asked Questions One-Pager:** This document uses the conversational and interactive FAQ format to address patient concerns and questions about taking opioids after surgery. *7<sup>th</sup> grade reading level*

- **“Safely Get Rid of Unused Medications” Disposal Card:** The size of a business card, this resource can be printed double-sided with instructions for finding the nearest safe take-back site on one side, and a link to the patient education video on the other side. *Short material, no assessment performed.*

### **Ideas for Implementation at Your Hospital**

- To encourage implementation of POSSE’s patient education materials, share them with your hospital’s Patient Education Committee/Department, Marketing & Communications Department, Quality Department, and other appropriate departments for review and dissemination.
- Introduce materials during pre-surgical consultations and consider adding a box to the pre-surgical checklist to document the conversation about post-operative pain management and opioid use.
- Reinforce key messages by reviewing materials again after surgery and reminding patients of the resources available to them.
- Add video and printed material files to websites where your hospital hosts surgery-related downloadable forms.

### **Implementing “Managing Your Pain After You Have Surgery” Patient Education Video**

- Consider how your hospital already incorporates video content into patient education, and use those channels. Embed video into existing digital media platforms (e.g., patient portal, bedside tablets, closed circuit television, hospital website/intranet site).
- Direct patients to the video link on POSSE patient education materials. Suggestions for scripting include:
  - “We’ve gone over a lot of information today. Would it be helpful if I gave you a link to watch a short video on pain management after surgery?”
  - “Some patients find that watching a video helps them understand better. If I gave you a link to a short video on pain management after surgery, would you be willing to watch it?”
  - “This brochure includes a link to a video on pain management after surgery. You can access it as many times as you want and watch it anytime.”
- Share link to YouTube video (publicly available) with patients when they schedule their surgery via email, text, and any other means of electronic communication used by your hospital. Ask them to watch the video before their pre-operative appointment.
- Encourage patients to share the video with friends and family members.

### **Implementing POSSE Written Materials**

- For all written materials:

- Use as part of a conversation about pain expectations and management.
- Have a pen available so patients can complete the interactive portions of the documents and take notes on the back page. Print on non-glossy paper so ink does not smear.
- Reinforce key messages by circling sections or writing on the brochure yourself. Patient advisors shared that the value of an educational document increases when it is personalized for them.
- Highlight the link to the patient education video featured on all materials.
- Confirm understanding using teach back, and ask open-ended questions.
- **“Managing Your Pain After You Have Surgery” Trifold Brochure; “Questions to Ask Before My Surgery/Questions About My Medication” Brochure Insert:**
  - Appropriate for all patients who are having surgery.
  - Conversation starters:
    - “We’ve just completed your plan for managing your pain. Can you tell me again what you are going to do for pain control after your surgery?”
    - “How confident are you that you will be able to stick to the pain plan we discussed? How can I help you feel more confident?”
    - “What questions do you have for me regarding pain after surgery?”
- **“Managing Pain After Surgery With Opioids” Trifold Brochure; “Questions to Ask Before My Surgery/Questions About My Medication” Brochure Insert; “Taking Opioids After You Have Surgery” Frequently Asked Questions One-Pager:**
  - Appropriate for patients who will definitely or possibly be taking opioids as part of their pain management plan after surgery.
  - Create space for patients to refuse opioids if they are not comfortable taking them. Consider the pathways within your organization if a patient refuses opioids for any reason:
    - How is the patient’s decision communicated to the rest of the care team?
    - Will opioids be offered to them more than once, even if they’ve already refused?
    - Is there a way to note on a patient’s chart that they do not want to be offered or receive opioids?
  - Conversation starters:
    - “Opioids can help relieve severe pain after surgery, but taking them comes with risks. What questions or concerns do you have about taking opioids after your surgery?”
    - “Do you anticipate any barriers to taking your opioids safely?”
- **“Safely Get Rid of Unused Medications” Disposal Card**
  - Can be printed double-sided to include both disposal site information and video link.