Nursing Support & Education Model for PAG

Phaedra Thomas, RN BSN
Vicki Burke, RN BSN
Boston Children’s Hospital

Non-Disclosure

Phaedra Thomas, RN, BSN and Vicki Burke, RN, BSN have no financial relationships with a commercial entity, producing healthcare-related products and/or services.
Objectives

1. Describe the PAG nursing and triage model at Boston Children’s Hospital and how this model may be adapted to other practices.
2. Identify the basic steps when writing educational materials for adolescents.
3. Identify age-appropriate educational resources including online chats, health guides, and patient centered conferences.

PAG Nursing and Triage Model
New Patient Referrals

- Obtain medical records
- Provider reviews notes and completes form
- Nurse obtains additional information as needed
- Schedule accordingly

Assessment of Pain and Bleeding on OCP’s

- Pain Scale and characteristics
  - Sharp or dull?
  - Constant or intermittent?
  - Location of pain
  - Duration of pain
  - Nausea or vomiting?
  - History of Constipation

- Bleeding duration
  - Start date
  - Feeling dizziness or faint?

- Bleeding characteristics
  - Size of pad or tampon
  - How often changing pad/tampon? Is it saturated?
  - Clots?

- Missed pills
  - Time pill is taken (same time everyday?)

- Antibiotics or new medications?
  - When did patient start current hormone pill?
Labial Adhesions

- Typically seen 3 months - 6 years
- Low Estrogen Levels
- Treat vs. Not treat
- Treatment Recommendations
  - Demonstration application to parent
  - Directions for applying cream
  - Bath before application
  - Importance of re-evaluation
- Mechanical Separation
- Reoccurrence

Lichen Sclerosus

- Itching, redness, and pain
- Misdiagnosed and treated
  - Do you have vaginal discharge?
- Treatment
  - Secondary Infection (antibiotics)
  - Steroids
  - Antihistamines
- Close follow up and education
  - Reoccurrences to treat aggressively
Complications of Lichen Sclerosus

- Loss of normal anatomy
  - Chronic scarring
  - Vaginal and anal stenosis
  - Clitoral entrapment
- Decreased sexual functioning
- Surgical Treatment
  - Clitoroplasty
  - Labialplasty

What to say about mothers?

- Anxious to Angry
- Helpless, Frustrated, Guilt
- Desire for instant results
- Obtaining correct information
- Protecting privacy and confidentiality
- Encouraging child-parent communication
**CYWH Mission**

- To empower teen girls and young women around the world to take an active role in their own health care.
- To strive to help teen girls, young women, their parents, teachers, coaches, and health care providers improve their understanding of normal health and development, as well as specific diseases and conditions.

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**Health Literacy Fact**

"Most health information is written at a level that is above the literacy skills of the American population."

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"No skill is more crucial to the well-being of young women than the ability to access, obtain, and understand health information."

-CYWH Staff
When medical information is difficult to understand, teens are likely to:

- Misinterpret information
- Have increased anxiety because of poor understanding
- Be reluctant to ask questions.

When medical information is easy to understand, teens are likely to:

- Access information
- Use the information
- Follow through with treatment, medications, tests, and keep appointments.
- Communicate with their HCP's

Patient Educational Materials

- Written materials should be used to enhance discussion with a patient - not replace it.
- Patient and family educational materials are best when used with verbal instructions and demonstrations.
Process of Developing Patient Educational Materials

1. Check out current and similar materials
2. Identify gaps in information
3. Identify purpose and patient population
4. Decide on the content
5. Write first draft using simple language

7. Ask for feedback (clinical team, patients, parents, and others)
8. Design and format
9. Disseminate and use the material
10. Evaluate the material

Budget and Support

- Have you identified the printing specifications?
- Quote for printing costs?
- Approval for funding the initial costs?
- Do you have a working group to help develop the material?
Purpose

• What do you want your patient to learn?
• Change a behavior or learn something new?
• How will your handout be different from existing materials?
• How will this material benefit your practice or program?

Define Expected Outcomes

• To increase awareness about a Dx?
• To decrease anxiety about a procedure?
• To change a behavior?
• To prevent future disease?
• To improve compliance with medical follow-up?

Target Audience

• Age range of patients
• Characteristics common to the population
• How will the patients receive the information?
• Are there patients/parents that can review/evaluate the info?
Use Simple Language

• Patient education materials are only effective when used as part of a bigger educational strategy
• Organize and present info in a way that is easy to read, easy to understand, and use.

Content

• Is there an established learning need?
• What are the 3-5 most important points that you want to convey?
• Does the information support your programs mission?
• Does it reflect what you teach?
• Has your clinical team reviewed the content?

Format

• Is the format uncluttered and easy to read/navigate?
• Is the material easy to access?
• Have you added images to enhance understanding?
Common Mistakes

- Reading level is too high
- Tone is negative
- Too many multi-syllable words
- Too many words - text dense
- No images
- Not asking for feedback from teens, parents, or HCP’s

Age-Appropriate Educational Resources for Adolescents

- Websites - Online Health guides
- Online Chats
- Patient Centered Conferences
CYWH: Welcome Nicole!
Nicole: Hello
Dietitian K: Hi Nicole!
Nicole: I'd like to ask a few questions if that's alright.
Nurse: Ask away.
Nicole: Is it necessary to take a blood test to be sure of having PCOS?
Nurse: Blood tests are usually part of the workup, yes.
Nicole: And even though there is no cure, is there a way to completely get rid of the symptoms?
Nurse: Symptoms can improve a lot with a PCOS-friendly diet, exercise, and medication.
Nicole: Ah, I see thanks.
Online Chats

- Youngwomenshealth.org
- Monthly moderated online support groups for teens, parents
- Discussion themes
- Pros & cons

Patient Centered Conferences

- 10 years experience teen/family conferences
- Endometriosis, MRKH
- Purpose
- Goals
- Evaluate
- Future planning

References

- www.cdc.gov/od/oc/simpput.pdf
- www.youngwomenshealth.org
Thank you!

Vicki Burke - Clinical Nurse Coordinator
vicki.burke@childrens.harvard.edu

Phaedra Thomas - Nurse Educator
phaedra.thomas@childrens.harvard.edu