



The Leading Edge



A Newsletter for Users of ExitCare®

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products. For comments,
suggestions, additions,
or corrections contact
Chuck@ExitCare.com.*

Version 7.5 with the MS-SQL database structure is the current release. Version 6.8 will be retired this year.

Literacy Concerns and ExitCare's "Easy-to-Read" Content

Do both of the following paragraphs say the same thing?

"Improving the quality of patients' lives through the provision of appropriate and effective patient self-care instructions and other relevant education was the motivating force behind the creation of ExitCare, LLC and remains the motivating force today."

"Sick or hurt people need helpful information so that they can get better. That is one reason people started this company and keep it going."

We believe the answer is that the second paragraph conveys the essential meaning of the first paragraph, if not all of the nuances. As written, the Flesch-Kincaid (FK) scoring for paragraph one is 21.3 (graduate level). The FK scoring for paragraph two is 6.2 (6th Grade).

Creating acceptable documents for populations with lower literacy needs takes more than lowering an FK score. ExitCare's Easy-to-Read documents include elements that are recognized by health literacy experts as being critical for the needs of these populations. Examples include, but are not limited to, the use of graphic illustrations, bulleted instructions, short sentences, an easily read font style, and leaving at least 40% of the page as white space. These are brief patient instructions that emphasize "need to know" information such as HOME CARE INSTRUCTIONS and GET HELP RIGHT AWAY emergency information that a patient will need to take appropriate responsibility for health care issues while at home. ExitCare's Easy-to-Read documents are much like our standard ExitCare documents. These documents contain quality, evidence-based physician-reviewed medical information with an understanding level more suitable for those serving low literacy populations. Having the Easy-to-Read document option in your ExitCare library will help to lower repeat emergency hospital visits (<http://www.annals.org/content/150/3/178.full.pdf+html>) and will equip healthcare providers with another tool to educate their patients. **This is truly "meaningful use".**

Creating Easy-To-Read documents is not easy. Some subject areas are more difficult to simplify than others. Here is what the Joint Commission had to say about low literacy in *The Joint Commission Guide to Patient and Family Education*:

"Although it is tempting to address the issue of low literacy in patients by simplifying written materials, only so much simplification can be done without losing meaning."

While we support all quality efforts to improve this process, including the creation of multi-media computer based materials, we know that today, and likely for a long time to come, patients will need to rely on printed materials that they take with them and refer to as needed.

ExitCare's commitment to patient education drives it to provide patient education solutions which supply clinicians with the appropriate tools for the vast majority of their patient populations.

Partner News

More info at www.ExitCare.com/partners.html

Note: Two more partners are expected in Q2 after publishing deadline.

PatientPro, Inc. (<http://www.patientproinc.com>)

Patientpro, Inc., home of PatientMax medical software systems is a California Corporation established with a very specific goal: to develop and implement a multi-system program that is sensitive to the needs of physicians and other healthcare providers in this ever changing health environment. They have selected to incorporate ExitCare content into their product offerings.

Doctations, Inc. (<http://www.doctations.com>)

A company dedicated to creating innovative, new internet-based means of transacting healthcare. Their goal is to make healthcare more accessible to patients. Their sole purpose is to substantially improve the process of generating medical documentation in all venues of healthcare; the private practice, the physician group's office, the ambulatory surgery center, and hospitals of varying sizes. They bring the benefit of electronic medical records without the burden or expense of difficult-to-use software. They have selected to incorporate ExitCare content into their product offerings.

Design Clinicals, Inc. (<http://designclinical.com>)

Design Clinicals' team of clinicians and IT professionals developed MedsTracker® with the sole intent to make medication reconciliation safer for patients and faster for physicians and nurses. MedsTracker has earned the exclusive endorsement of the American Hospital Association. They have selected to incorporate ExitCare content into their product offerings.

Healthcare Information, LLC (HCI-TV)

(<http://www.hci-tv.com>)

HCI provides hospital televisions and supporting hardware and software which provide patients access to custom health education as well as entertainment. HCI will be incorporating ExitCare content into its bedside information delivery systems.

Product Update News

See a complete listing at www.ExitCare.com

NEW ExitCare and ExitMeds Features:

- Ability to broadcast "administrative messages" to ExitCare users from within the program
- Patient Lookup Tab/screen combines "Import Patients" and "Recent Patients" tabs/screens
- Security System User Grid now includes Phone Number and Account Expires fields
- Popup alert window when a currently opened patient record is opened by a second user and a save attempt is made
- New Print Button – "Print and Minimize"
- Developed for ExitCare partner customers using command line interface, the Patient ID#, Medical Record #, Patient First and Last Names data will now always show as Black and Bold text

- Letter case default can now be set for Patient Demographic data fields (UPPER CASE or Proper Case)
- When ExitCare is being updated and a User tries to start the program, the message pop-up has been changed to: "ExitCare is currently in maintenance mode and is not available."
- The Pick Question window can now be "searched" (used if adding question fields when creating or editing documents)
- Added Dose level of "3/4 tsp"
- Additional entries on the Medication Summary page provided with foreign language translations
- Ability to define narcotic and non-narcotic prescription printing jobs (different printers)
- FDA warning about side effects on Patient Med Schedule (PMS) now in all languages
- PMS days of the week now can appear in Spanish
- Ability to edit drug notes from drug summary page

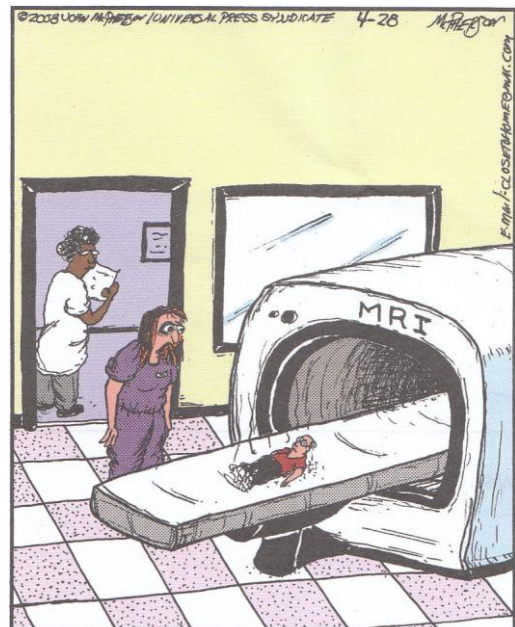
New & Revised Titles in 2010 Q1 Release

The ExitCare 2010 Q2 content release, ExitCare version 7.5, includes:

- 30 new **English** titles, including 3 new Easy-to-Read titles in English
- 18 new **Spanish** translations
- 45 new Portuguese translations
- 37 new Russian translations
- 19 new Bosnian translations
- 12 new Canadian-French translations
- 21 new Korean translations
- 21 new Haitian-Creole translations
- 15 new Tagalog translations
- 285 English updated and revised titles

These updates are posted on our website, document titled "Title List Changes/Modifications Qtr. 2 2010".

Just for Fun



"Um...Dr. Daly, I think there's something wrong with the MRI."

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