A Needs Assessment: How Patients and Families Like to Receive Educational Material
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Background
In order to promote patient satisfaction and safe care transitions, healthcare providers must be aware of patient and family health literacy as well as their preferred educational method. An 80 page educational booklet is provided to all BMT transplant patients. We wanted to know if the material was appropriate for varied health literacy levels and if it met patient and family preferences for how they receive information.

Purpose
The purpose was to identify:
1) Method that patients and their families preferred to receive educational material
2) If age or health literacy affected that preference

Methods
A 22 item survey was developed that asked questions related to both the patient and caregivers satisfaction with the educational content of the booklet, their preferred method for receiving educational material, and health literacy. The survey was provided during their visit to the BMT clinic over a 3 month period.

Implications for Practice
Health literacy, more than age, may determine the preferences in which patient and families like to receive information. However, the number of participants who were 65 and older was limited so further study is needed.

Survey Participant Characteristics* (N=33)

<table>
<thead>
<tr>
<th></th>
<th>Number (%) or Mean ± SD</th>
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</thead>
<tbody>
<tr>
<td>Patients</td>
<td>14 (48%)</td>
</tr>
<tr>
<td>Caregivers</td>
<td>15 (52%)</td>
</tr>
<tr>
<td>Age</td>
<td></td>
</tr>
<tr>
<td>25-34</td>
<td>2 (6%)</td>
</tr>
<tr>
<td>35-44</td>
<td>4 (12%)</td>
</tr>
<tr>
<td>45-54</td>
<td>6 (18%)</td>
</tr>
<tr>
<td>55-64</td>
<td>11 (33%)</td>
</tr>
<tr>
<td>≥ 65</td>
<td>10 (30%)</td>
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</tbody>
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Assessing health literacy with 3 questions:
- How often do you need help with:
  - Complete medical forms
  - Organizing daily meds
  - Understanding medical terms

How would you prefer information to be presented?

Formats patients/ caregivers prefer information is based on health literacy

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References
Magee, C., Rickerde, G., Byers, L., & Artino, A. (2013). Tracing the steps of survey design: a graduate medical education research example. Journal of Graduate Medical Education. DOI: http://dx.doi.org/10.4300/JGME-D-12-00064.1