



**Priority Consult  
Care Coordinator Forum  
Wednesday, August 13, 2009  
Minutes**

**Attendees:**

Lori Brady, RN of Marshall Steele & Associates, [lbrady@marshallsteele.com](mailto:lbrady@marshallsteele.com)  
Patrick Vega, Patrick Vega Healthcare, [pvega@vegahealthcare.com](mailto:pvega@vegahealthcare.com)  
Michael Graham, Director, Priority Consult, 513-569-5228, [mgraham@priorityconsult.com](mailto:mgraham@priorityconsult.com)  
Katrina Clement, Administrative Assistant, Priority Consult, 513-569-5363, [kclement@priorityconsult.com](mailto:kclement@priorityconsult.com)  
Jane Ray, RN, Salem Hospital, Salem, OR  
Susan Rogers, The Spine Center at St. John's, Detroit, MI  
Rose Graham, RN, St. John Medical Center, Detroit, MI  
Beth Bourdreaux, Thibodaux Medical Center, Thibodaux, LA  
Sylvia Fields, RN, BSN, Cabell Huntington Hospital Back & Spine Center, Huntington, WV  
Ed Etherton, Illinois Neurological Institute – Physicians, LLC, Peoria, IL  
Rhonda Whiting, RN, Hamilton Spine Center, Dalton, GA  
Susan Rogers, St. John Medical Center, Detroit, MI  
Margaret Radcliff, Good Samaritan Hospital, Baltimore, MD

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**Patient Education**

**Presented by: Patrick Vega, Patrick Vega Healthcare  
And  
Lori Brady, RN of Marshall Steele & Associates**

**Introduction:**

Mike welcomed the group and made introductions. Attendees introduced themselves and gave a brief description of the patient education programs that are currently in place in their respective programs.

Many Priority Consult users are doing some sort of patient education including but not limited to; one on one consultation, direct mail, patient flyers, email and classes.

Mike introduced both speakers.

PATRICK VEGA, M.S. – Patrick brings over 20 years of achievement in hospitals and healthcare organizations. Accomplishments include highly successful single site, system and multi-state project launches. Broad expertise in planning and implementation coupled with highly developed physician relations abilities has resulted in a history of successes in the most challenging environments. Patrick writes, speaks and consults in orthopedics, and orthopedic and neurosurgical spine. Patrick is also a partner in LRV-

CyKsupport, a firm specializing in Market Assessment and Operational Consulting for prospective and current Stereotactic Radiosurgery (SRS) users.

LORI BRADY, RN – Lori is an RN with 25 years experience in Orthopedic Nursing at Anne Arundel Medical Center, Annapolis, MD. Her background includes many years of bedside patient care, unit management responsibilities and program development. At AAMC, Lori developed the Patient Technician course (lecture and clinical components) and worked alongside Dr. Marshall Steele to develop the Center of Excellence programs in both Joint Replacement and Spine Surgery. Lori served as the original program coordinator for both programs (joint 1996-1998 and spine 2000-2006). During her tenure as program coordinator she conducted weekly pre-operative education classes for patients and their families and worked to ensure that each patient's unique needs were identified and addressed to ensure a satisfying patient experience. Lori now works with Marshall Steele as a program Manager and has worked with over 70 hospitals to implement the Center of Superior Performance program model for joint replacement and spine surgery.

### **Concept Description:**

Pre-Surgical patient education can favorably impact patient and family expectations, experience and readiness for spine surgery. With surgeon's office staff challenged to deliver education in their offices in addition to their other duties, hospitals have the opportunity to better serve both their medical staff as well as patients by designing and delivering effective patient education.

### **Patient Education Class:**

Patient Education classes reduce anxiety and miscommunication and encourage family involvement in the care of the patient.

1. Split patients by procedure.
2. Hold classes once per week for 1½ hours.
3. Provide discussion guidebooks.
4. Collect patient comments.
5. Eighty percent attendance can be expected with proper marketing and surgeon endorsement.
6. Classes save physician and staff time
7. Make it easy for the office staff and patients to sign up for the classes.
  - a. Make class material available in the physician office.

### **Priority Consult and Patient Education:**

The group consensus was that it would be beneficial if Priority Consult could organize the collection of some patient educational materials.

Future patient education features can be tied to outcomes to measure the success of the programs.

**Educational Material Attachments:**

- A. Meeting Slides
- B. Herniated Lumbar Disc Explanation
- C. ESI Procedure Explanation
- D. ACDF Procedure Explanation
- E. Exercise for a Healthy Back

**Next Meeting Date**

Wednesday, September 9, 2009 11:00AM EST  
Thursday, September 10, 2009 11:00AM EST