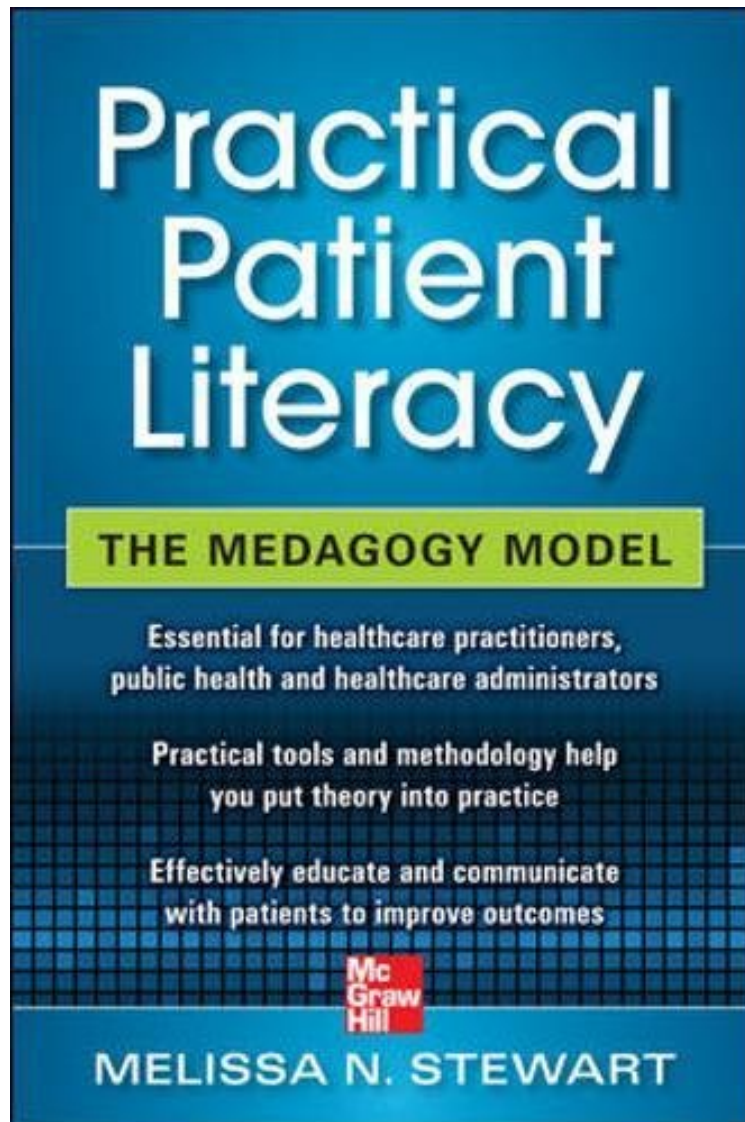


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Practical Patient Literacy: The Medagogy Model

Melissa N. Stewart

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Use the Medagogy Model to enhance patient communicationand the efficiency of your practice In this unique guide, Dr. Melissa Stewart explains her patient-centered Medagogy conceptual framework, which tracks the flow of information throughout the patient education process, from information to delivery to action. Not only does the Medagogy model help patients understand their illness and become their own best healthcare advocate, it is the cornerstone of effective multidisciplinary patient education. Dr. Stewarts patient literacy work and her Understanding Personal Perception (UPP) tool were incorporated into the Center for Medicare and Medicaid Services (CMS) 9th scope of work Care Transitions pilot. The Quality Initiative Organization, which used Dr. Stewarts work in this program, was acknowledged by the CMS with a national award for their outstanding contribution to the field of healthcare. FEATURES Unique focus on Medagogy, the authors proven patient literacy model that has reduced patients readmissions to hospitals and has applied a reliable, robust methodology to individual and interdisciplinary patient literacy efforts Practical patient orientation clarifies how patients can assert their healthcare goals and knowledge, helping them assume their rightful position in the planning and management of their treatment In-depth discussion of pedagogy and andragogytwo theoretical frameworks that support human learning strategiesand how they can be used to teach different patients and accommodate their particular educational needs Guidance on how to understand the patients emotional state and grieving process while receiving healthcare Handy tools such as the Patient Education Hierarchy, Informational Seasons, the PITS model and the UPP tool that can add direction to individual and/or team patient education efforts. Case studies, numerous illustrations and figures, chapter summaries, and full references

About the AuthorDr. Melissa Stewart is founder and Executive Director of the Organization of Patient Educators. Using her patient-centered Medagogy approach the conceptual framework discussed in Practical Patient Literacy she has effectively taught health care professionals how to improve their education and communication techniques. Dr. Stewart is on the faculty at Our Lady of Lake College, and also serves as Director of Education at eQHealth Solutions, the Medicare Quality Organization for Louisiana. She received her Doctorate of Nursing Practice from Case Western Reserve University in Cleveland, and completed her Masters in Education at the University of Louisiana at Lafayette. She is a Registered Nurse and Certified Patient Educator. In 2010, Dr. Stewart authored a resolution making health literacy a major initiative for the American Nurses Association. Dr. Stewarts patient literacy work and her UPP tool were used in a Center of Medicare and Medicaid Services (CMS) pilot program administered by eQHealth. That project resulted in special recognition from the CMS for its leadership role in Care Transitions.