



OUR COMMITMENT TO EXCELLENCE

CSI is committed to providing patient education solutions to healthcare professionals and patients. Our commitment continues to engage and encourage patients to make informed healthcare decisions. This overview provides both a strategic and tactical perspective to our patient education content.

EDITORIAL GUIDELINES

Our solution follows a rigorous editorial review process to ensure that content is peer-reviewed, evidence-based, understandable, and consistent with current medical practices and guidelines.

THE OBJECTIVES OF THESE GUIDELINES ARE TO:

- Create patient education content that is easy-to-read and understand
- Use evidence-based healthcare guidelines whenever available
- Use best practice guidelines when appropriate
- Influence patient/parent/guardian behavior for the greatest opportunity for desired clinical outcomes

STANDARDS DRIVING OUR GUIDELINES ARE:

- Health literacy
- Review frequency
- Editorial panel of medical subject-matter experts
- Peer-reviewed/evidence-based content
- Medical illustrations

Content updates are typically available four times a year, ensuring that our customers have access to information consistent with current medical and healthcare practices. If there is an urgent need to provide specific information outside of the regular update cycle, a content update is provided to users.

EASY TO READ AND HEALTH LITERACY

Health literacy is the ability to read, understand, and use healthcare information to make decisions and follow instructions for treatment. Studies reveal that up to 50% of patients cannot understand basic healthcare information. Our standard content is written at or below the 8th grade reading level to address the needs of the large percentage of the literate population. With the increasing demand to provide patient education at a lower reading level, we offer hundreds of "Easy-to-Read" content written at or below a 4th grade reading level. These documents complement the standard documents.

EASY TO READ DOCUMENTS INCLUDE:

- Illustrations
- Bulleted instructions
- Short sentences
- White space (at least 40% of the page is white space for ease of readability)
- "Home Care Instructions" and "Get Help Right Away" emergency information
- Quality, clinician-reviewed medical information

REVIEWERS

ExitCare content is reviewed by medical professionals in common specialties, including but not limited to:

- Allergy/Immunology
- Ambulatory Care/Family Medicine
- Anesthesiology
- Bariatrics
- Cardiology, Adult & Pediatric
- Dentistry
- Dermatology
- Dietary
- Emergency Medicine
- Gastroenterology
- General Surgery
- Geriatrics
- Infectious Disease
- Internal Medicine
- Neonatology
- Nephrology
- Neurology
- Nursing, Emergency Medicine & Inpatient
- OB/GYN
- Oncology
- Ophthalmology
- Orthopedic Surgery/Sports Medicine
- Pediatric Endocrinology
- Pediatric Hematology-Oncology
- Pediatric Neurology
- Pediatric Pulmonary Medicine
- Pediatric Rheumatology
- Pediatrics
- Pharmacology
- Physical Medicine & Rehab
- Physical Therapy
- Podiatry
- Preventative Medicine
- Pulmonary Medicine
- Psychology
- Radiology
- Rheumatology
- Urology





READING LEVEL STANDARD CONTENT

To communicate essential medical information to the widest audience, our Medical Literacy Editors use a combination of the Flesch-Kincaid readability formula, topic-relevant color illustrations, and specific document layout and organization concepts. The goal is to create all of our content to score between the 5th to 8th grade reading level—with some content written for lower grade levels. Important sections such as “Home Care Instructions” and “Seek Immediate Medical Attention If” score between the 5th to 6th grade reading level. These sections are essential for patient compliance with the continuum of their care, therefore these sections are written at the lowest possible reading level.

AGE/GENDER/CONDITION SPECIFIC

ExitCare provides age/gender/condition specific versions of numerous documents. For example there are seven (7) versions of Abdominal Pain:

- Abdominal Pain
- Abdominal Pain (Non-Specific)
- Abdominal Pain In Pregnancy
- Abdominal Pain, Child
- Abdominal Pain, Easy-to-Read
- Abdominal Pain, Possible Early Appendicitis
- Abdominal Pain, Women

These document options help clinicians meet individual patient needs. Similarly, there are twelve (12) titles related to Vomiting and Diarrhea. Although there is overlap between these related titles, we provides age/gender/condition specific content whenever possible.

RISK MANAGEMENT

It is critical that Discharge Instructions for the Emergency Department educate the patient and decrease medicolegal exposure. Elsevier’s ExitCare and TSG share a commitment to patient safety, medical error reduction, and high-quality patient care. TSG analyzed and enhanced more than 800 documents, resulting in a sophisticated and multifaceted library for emergency medicine, all written in patient understandable language. These “full disclosure” documents assist in:

- Reducing the risk of a caregiver being sued
- Disclosing relevant risks and helping ensure good outcomes

CARE SETTINGS

Our Elsevier’s ExitCare solution is an enterprise-wide solution that organizes and licenses content by care setting, including but not limited to:

- Inpatient
- Emergency Department
- Ambulatory Care
- Urgent Care
- Ambulatory Surgery Center

This allows each customer to license the content that they need without listing unnecessary topics in their title list.

NONTRADITIONAL DOCUMENTS IN TRADITIONAL “CARE SETTINGS”

Our Emergency Department Title List includes documents that may not be considered an ED topic. For example, it is not uncommon for an ED physician to treat a baby of a new mother and need Baby Care topics that ideally would have been given by the Pediatrician. We have numerous Primary Care topics that may be needed in the ED. Our library also contains numerous post-surgical documents so that the clinician can provide quality patient education for the patient who develops a complication after their procedure. Technically these are not ED topics, but we are committed to support ED physicians who see these patients. Similarly, for the Ambulatory Care care setting, Primary Care Physicians don’t perform Total Knee Replacements or Carotid Endarterectomies, but they see patients who might need these procedures and need to provide quality information to inform their patients. We are committed to providing clinicians the documents that they need to address the concerns of their patients.





LANGUAGE TRANSLATIONS

We provide patient education documents in the following languages:

- English
- Spanish
- Vietnamese
- Bosnian
- Russian
- Tagalog
- Brazilian Portuguese
- Korean
- Canadian-French
- Haitian Creole
- Traditional Chinese
- Arabic

Several of the languages listed above were completed based on funding by hospitals with specific needs. In these cases, the customer partnered with Elsevier's ExitCare to develop the initial title list. We maintain future content additions and updates. Newly translated content is included with the regular content updates, often based on customer requests.

FORMAT, LAYOUT AND USE OF GRAPHICS

Our content is formatted to improve the ability of the patient to read and comprehend the medical information. Formatting the document is as important as the words on the page. Elsevier's ExitCare has developed standard layouts that include the use of:

- Color
- Bullets
- Subheadings
- Illustrations

CROSS REFERENCE BY ICD AND CPT

Some Electronic Medical Record (EMR) vendors integrate our content with their EMR product offerings. Elsevier's ExitCare has created a unique cross referencing and indexing of each topic by relevant ICD-9 / ICD-10, CPT codes, and keywords. This allows the caregiver to prescribe tailored information that matches diagnoses, tests and/or treatments.

DIAGNOSIS SYSTEM

The Diagnosis System is available for caregivers using the ExitCare software application. If a caregiver enters the diagnosis of "Abdominal Pain," for example, the ExitCare software lists 37 documents related to this diagnosis. This includes topics that are age and/or gender specific, relevant diets and nausea/vomiting topics. Another example is "Pneumonia." The ExitCare software lists 50 documents, including topics related to cough, fever, shortness of breath, smoking cessation, and Pneumococcal Vaccine. The Diagnosis System allows a caregiver to easily find and select all relevant patient education for the patient.

SUMMARY

The user-friendly software and content helps patients make better health-related decisions and take an active role in the continuum of care. Elsevier's ExitCare patient education solutions provide improved clinical outcomes and a degree of protection against unwarranted litigation. ExitCare's peer-reviewed, evidence-based, and understandable content is consistent with current medical practices and healthcare guidelines (i.e. Joint Commission, USPSTF, etc.). Elsevier's ExitCare has implemented systems, guidelines, and best-practices to ensure content remains consistent with the constantly changing field of medicine.

