

# Maximizing Nexter & Genxer's Skills to Enhance Client Education through the Use of Technology

Algonquin College

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May 31, 2008

# Presentation Objectives

- **To discuss the use of technology to enhance client education for health promotion**
- **To examine five unique community health projects completed by 3<sup>rd</sup> year BScN students in winters of 2007 & 2008**

# Importance of the Issue

- **Research has shown the computer-based approaches to patient education are an effective strategy for knowledge and skill development**  
Lewis(1999)
- **Using IT for patient education has the potential to improve health status and to be a valuable supplement to traditional types of patient education**  
Stoop, van't Riet & Berg (2004)
- **WWW emerging as the most powerful medium for mass communication and “it can be harnessed to dispense global, cost-effective, high-quality, multimedia patient education material”**  
Colman & Hollingsworth (1998)

# Characteristics of Current Students

- **GenXers**            **1961-1980**        **27- 42 years**
- **Nexters**            **1981-1999**        **7-26 years**
  
- **Techno-literate to techno-savvy**
- **Function better if learning activities are structured, involve teamwork and experiential activities**

**Collins & Tilson (2001)**

# Collaborative Community Health Nursing Action Projects

- **Assessment**
- **Planning**
- **Implementation**
- **Evaluation**

■ **Using Diem & Moyer's (2005)  
Community Health Nursing  
Projects: Making a Difference**

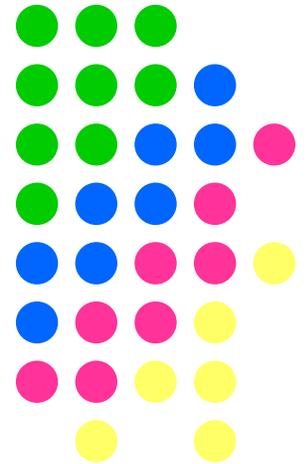
Project One: DVD/video



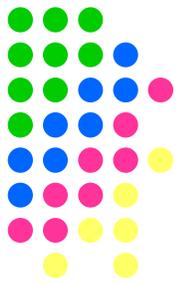
**Focusing on Palliative Care**

# The Graceful Experience

Amy Bell & Alana Waumsley

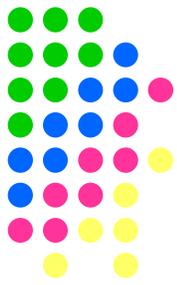


# Assessment Conclusion



- Residents and families have a greater need for increased knowledge of palliative care
- Decided that the winter semester would focus on increasing resident knowledge with an informative video
- The big question was... Do we use an existing video OR... Do we create our own??

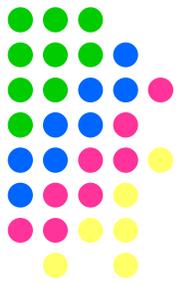
# The Video Process



- The four hour filming process = \$10 for lunch
- The 20 hour editing process = \$15 case of beer
- The multiple DVD copies of our palliative care video = \$ 8 for 3 DVDs
- The email received March 5<sup>th</sup> stating the video was a success = **PRICELESS**

# The Most Important Part...

## Sustainability



- Our video has gone well beyond our projected population
- Grace Manor plans to show our video at the OANHSS conference in Toronto in May
- Also plan to continually use the video at family counsel and to orientate new residents, staff and family to the facility.

**DVD/Video Produced**

# Project Two: Website

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Off to a Healthy Start  
Facilitator Education  
Program

Off to a  
Healthy **Start**

Ottawa Public Health (OPH) **Partez** en santé

# Early Years Health Program

## Off to a Healthy Start

## Parent Educator Website

### 2007-2008

By: Stephanie Carter and Jenna Besserer

3<sup>rd</sup> Year BScN students with

Algonquin College/ University of Ottawa

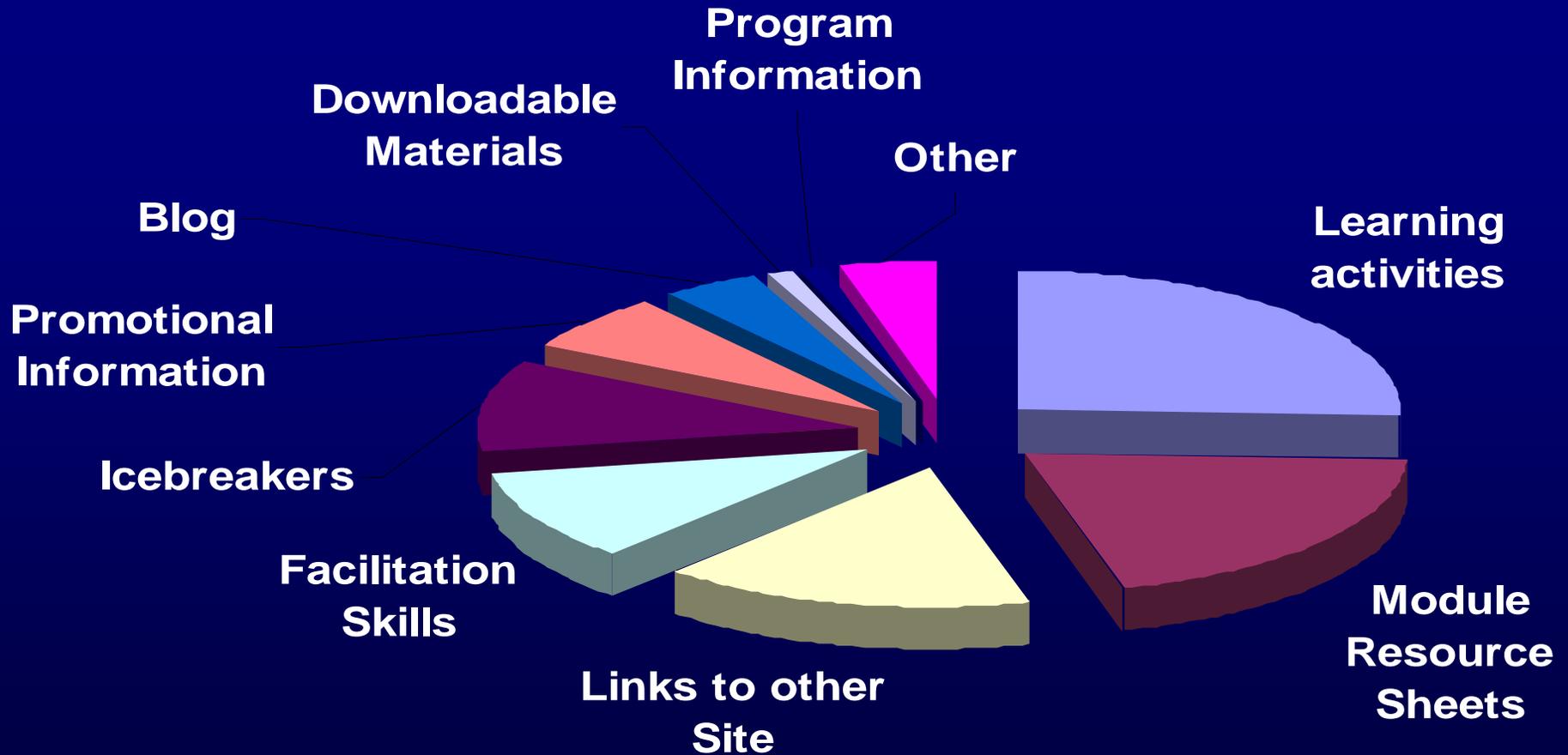


# Assessment Goal

- To determine what content is needed for a facilitator support network in the form of a website.
- 96 questionnaires mailed to parent educators
- 52% response rate



# Most Important Topics as rated by HS parent educators





# Extracurricular Learning



- Involvement with:
  - Project Officer (Web Master)
  - Community Liaison Officer for copyright issues

## The Launch

- [Mock Web site](#)



- Off to a Healthy Start
- Facilitation Support
- Facilitation Support
- Facilitator Training
- Links
- Resources

# Off to a Healthy Start

A child's early years, from birth to six, are considered extremely important for brain development. Countless studies enforce the positive outcomes that are attributable to a healthy start. Research has shown that the learning that takes place during the early years sets the foundation for skills and abilities that will impact learning, coping and health throughout life.



The Early Years Health Program has developed the *Off to a Healthy Start* parenting education program to provide current, research-based health information and support to parents. It is meant to be highly adaptable and universally applicable to various community aggregates that are diverse in culture, language, values, and socioeconomic status.

The impact of *Off to a Healthy Start* relies on partnerships with community agencies that are closely linked with the populations that they service. This website was created to provide ongoing education and support to *Off to a Healthy Start's* trained facilitators. It provides easy access to resources such as:

- Parenting and child health resource sheets
- Facilitation tools



## Resources

Module 1: Keeping Our Children Physically Healthy

Module 2: Keeping our Children Emotionally Healthy

Module 3: Keeping our Children Safe

Module 4: Promoting Healthy Parenting

Module 5: Promoting Healthy Childhood Relationships

## Resources

The Early Years Health Program offers *Off to a Healthy Start* facilitators a wide range of resource support. This section includes:

### Module Resource Sheets

*Off to a Healthy Start* is comprised of five modules that address various parenting/child health topics. Facilitators can have quick access to all of the corresponding resource sheets that can be used as handouts for parents in their sessions, or as a reinforcement of teachable moments. The modules include:

- Module 1: Keeping our Children Physically Healthy
- Module 2: Keeping our Children Emotionally Healthy
- Module 3: Keeping our Children Safe
- Module 4: Promoting Healthy Parenting
- Module 5: Promoting Healthy Childhood Relationships

# Developed Products Feb 2008

- *New warm-ups*
- *New learning activities*
- Total of 20 were created
- Uploaded to the website



# Project Three: Intranet Web Site

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## Sexual Assault and Partner Abuse Care Program (SAPACP)

The Ottawa Hospital



# Increasing Awareness of the SAPACP among the Ottawa Hospital Staff

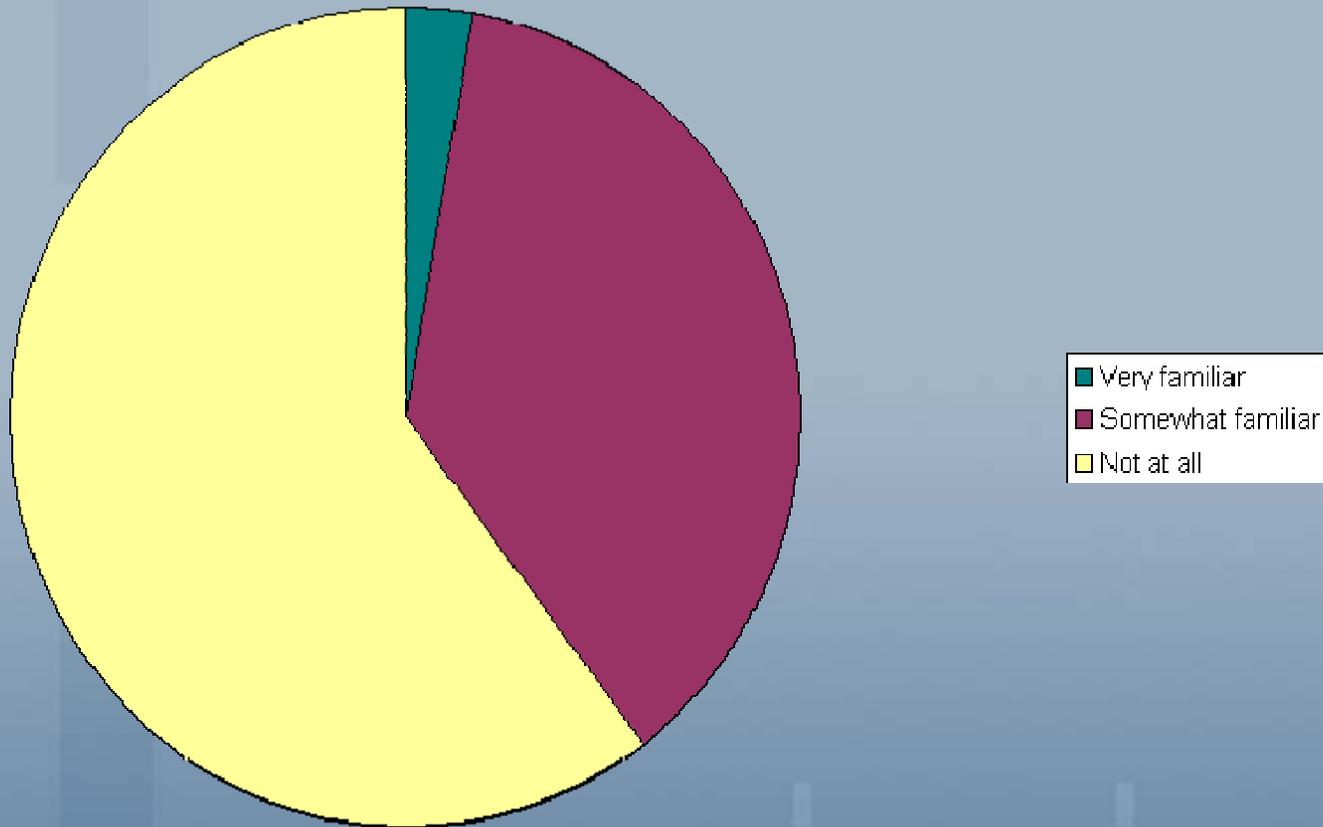
**Community Health Nursing Project**

**Completed by: Aseel Diab, Heather Whiting, Najma Boomgaardt**

vision

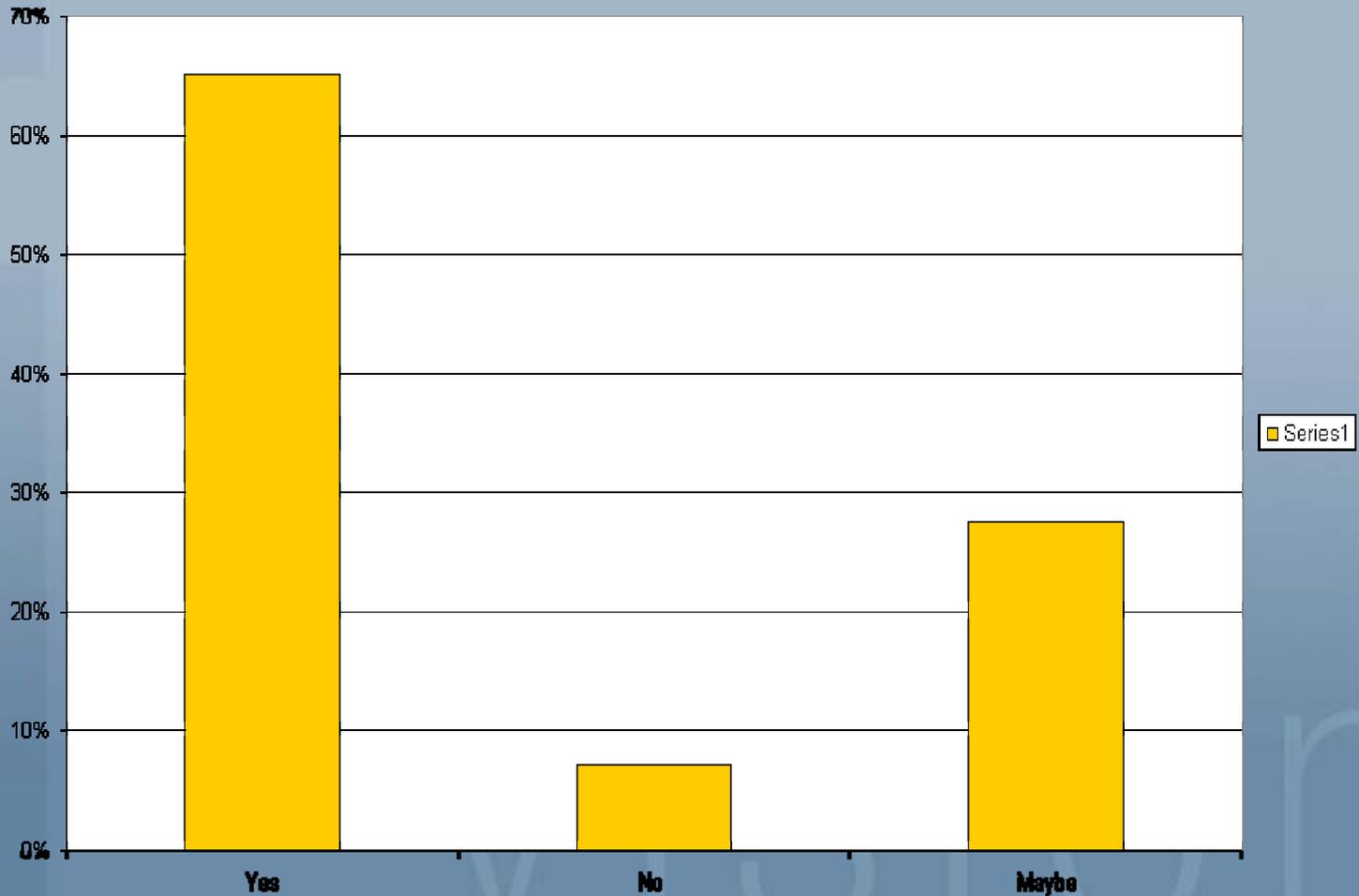


# Are Survey Participants of TOH Aware of the SAPACP?





# Do Survey Participants Want a SAPACP Website?





- PATIENTS & VISITORS**
- HEALTH PROFESSIONALS**
- SPECIALTY CENTRES**
- PROGRAMS / SERVICES**
  - Colorectal Cancer Screening
  - Eating Disorders
  - Organ & Tissue Donation
  - P.A.R.T.Y.
  - Prenatal Services
  - Sexual Assault/Partner Abuse
  - Trauma
  - Weight Management

Home: [Programs](#): Sexual Assault & Partner Abuse Care Program [PRINT VERSION](#)

## Sexual Assault and Partner Abuse Care Program

Welcome to the Sexual Assault and Partner Abuse Care Program. We provide 24-hour emergency service, 365 days a year, for the Greater Ottawa Area, located in the Emergency Department at The Ottawa Hospital, Civic Campus.

We are a team of caring professionals, who offer health care services, crisis intervention, evidence collection/documentation and safety planning as well as support for emotional and social concerns.

Our team includes Registered Nurses and a Social Worker specially educated in the area of sexual assault and partner abuse (domestic violence). This allows us to provide quality care to our patients.

Any person who has experienced a sexual assault or partner abuse (domestic violence) should come to the Emergency Department of The Ottawa Hospital's Civic Campus within approximately 14 days of the assault or abuse. Children should go to the Children's Hospital of Eastern Ontario (CHEO) - Emergency Department.

*All discussions are completely **private and confidential**.*

### It's important to know that...

**Sexual Assault** is any unwanted, non-consensual or forced sexual activity.

**Partner Abuse (Domestic Violence)** can include emotional, physical, financial or sexual abuse, as well as intimidation, isolation, and threats.

If you need help, or have any questions or concerns, please [contact us](#).

### Sexual Assault & Partner Abuse Care Program

- ▶ Welcome
- ▶ Services
- ▶ Programs
  - ▶ Sexual Assault
  - ▶ Partner Abuse
  - ▶ Outreach
- ▶ Resources & Links
- ▶ Contact Us

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**PATIENTS & VISITORS**
**HEALTH PROFESSIONALS**
**SPECIALTY CENTRES**
**PROGRAMS / SERVICES**

[Colorectal Cancer Screening](#)  
[Eating Disorders](#)  
[Organ & Tissue Donation](#)  
[P.A.R.T.Y.](#)  
[Prenatal Services](#)  
[Sexual Assault/Partner Abuse](#)  
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[Home](#): [Programs](#): [Sexual Assault & Partner Abuse](#)  
[Program](#): [Resources & Links](#)

PRINT VERSION

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## Resources & Links

- [24-Hour Help Lines](#)
- [Find a Safe Place \(Shelters\)](#)
- [Community Resources](#)
- [Programs Against Abuse](#)
- [Counselling](#)
- [Legal Resources](#)

### 24-Hour Help Lines

	<b>Tel. / TTY</b>
<a href="#">Women's Helpline</a>	613-745-4818
<a href="#">Eastern Ottawa Resource Centre</a>	613-741-6025 TTY: 613-741-3556
<a href="#">Distress Centre of Ottawa and Region</a>	613-238-3311
<a href="#">Ottawa Rape Crisis Centre</a>	613-562-2333
<a href="#">Kids Help Phone</a>	1-800-668-6868
<a href="#">Mental Health Crisis Line</a>	613-722-6914 or 1-866-996-0991
<a href="#">CALACS francophone d'Ottawa</a>	613-789-9117

### Find a Safe Place (Shelters)

	<b>Tel. / TTY</b>
<a href="#">Oshki Kizis Lodge</a>	613-789-1141
<a href="#">Cornerstone Shelter and Housing for Ottawa's Homeless Women</a>	613-237-4669 TTY: 613-741-3556
<a href="#">Centre Espoir Sophie</a>	613-789-5119
<a href="#">Harmony House</a>	613-233-3386

# Project Four: Podcast



## Enhancing Health Promotion

Algonquin College, Health Services

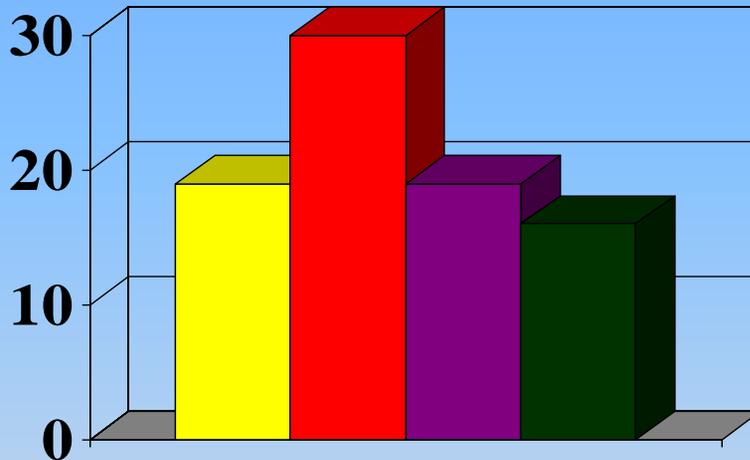
# Enhancing Health Promotion: Dealing with STRESS



Erwin Telles, B.Sc.Nursing 2008  
Christy Thompson, B.Sc.Nursing 2008

# What did Our Survey tell Us?

## Preferred Ways to Receive Information about Stress



- *The Algonquin College Student Body feels a significant level of stress.*
- *Is not aware of all of the services, here at the College, which can help them to manage, cope with and/or alleviate their feeling's of stress.*
- *Would prefer to receive information in an online format.*



# Podcasts

- To enliven our website, and to allow for more interaction we created several podcasts.
- Provide visitors with an opportunity to learn about stress as well as some of the services offered at Algonquin College.
- Podcast appearances of counselor and Health Services Physician and students

**Final Product:** [http://algonquincollege.com/student\\_services/healthservices/stress.htm](http://algonquincollege.com/student_services/healthservices/stress.htm)

# Project Five: Online Network

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## Enhancing Access to Parenting Resources for College Students

Algonquin College, Student Services

# Parent Resource Network



**Nale Mugala, Mehrnaz Ghorashi, Rahima Karimzada**

3<sup>rd</sup> Year BScN Students

University of Ottawa and Algonquin College Collaborative Program

# Results of Conducted Survey

The top three findings that needed to be addressed:

- Suggestions on how to reduce stress  
i.e. balancing College and home responsibilities-  
91 %
- Parenting topics -77%
- Informational resources -74%



HELP  
ST  
COLLEGE LIFE

ARE YOU A  
PARENT?

ALONE  
TIRED  
SINGLE  
STRESSED  
PARENT

Support Services  
"KEY TO SUCCESS IN STUDENT SUCCESS"

ALGONQUIN COLLEGE

Algonquin's Single Parent Network

## Student Services

### Counselling Services

[Student Services Home](#)

Search:

#### Counselling Services

- [Multicultural Buddy Network](#)
- [Tragic Event Response Team](#)
- [Peer Tutoring](#)
- [Study Guide](#)
- [Study Skills](#)
- [Services to the Community](#)
- [Mamidosewin Centre](#)
- [Self Help](#)
- [FAQ](#)
- [Staff](#)
- [Location](#)

[E-mail any questions to Counselling Services](#)



#### Counselling - Parent Resource Network

## Parent Resource Network

[Home](#) | [Parenting Tip of the week](#) | [Contact](#) | [Links](#) | [Upcoming Events](#)

Being a parent who is going to school involves trying to balance time and family responsibilities. Examples of challenges that parents often face are; less time for socializing outside the classroom, financial difficulties, lack of resources while attending school, lack of support, and limited time for studying.

The Parent Resource Network is a new service that the college provides and its aim is to improve the general health status and coping abilities of parents attending college. This webpage contains most of the existing resources at the college and in the community. The network involves drop in sessions for support, guest speakers and information sharing.

Jean-Pierre Kanamugire, a 3rd year BScN student at Algonquin College and Ottawa University collaborative program stated, "Being a full time parent and student has many challenges to overcome but, with the help of resources and support from the College I have been so far successful".

## Student Services

### Counselling Services

[Student Services Home](#)

Search:

**GO**

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#### Counselling - Tips

## Parent Resource Network

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#### Tips for balancing your life

Updated every Wednesday!

Reading to kids is an important part of their development and the bond between you and them. A child who is read to learns important skills and a desire to read later for themselves. It also gives the parent and child some quiet time to connect and talk.



- Tragic Event Response Team
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E-mail any questions to  
Counselling Services

# Parent Resource Network

[Home](#) | [Parenting Tip of the week](#) | [Contact](#) | [Links](#) | [Upcoming Events](#)

## Resources in the College:

[Counselling Services](#)  
[Health Services](#)  
[Child care](#)  
[Financial aid Office](#)  
[Employment Service](#)  
[Disability Services](#)  
[Peer Tutoring](#)  
[Student Association](#)

## Resources in the Community:

[Single Parent Resources](#)  
[Parent, Caregiver and Child Programs](#)  
[Resources for Children with Special needs](#)  
[Workshops](#)  
[Child Care](#)  
[Food Banks](#)  
[Crisis/Information Lines](#)  
[Community Health Resources](#)  
[Social/Financial Legal Services](#)  
[Family Counselling](#)  
[Family Support](#)

## Other Links:

[Coping with Stress](#)  
[It's Your Health](#)  
[The Vanier Institute of the Family](#)



## Counselling Services

Student Services Home

Search:

GO

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### Counselling - Events

# Parent Resource Network

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**What do you need to be  
successful as a parent who  
attends College??**

The Parent Resource Network will be up and running once again this fall.

Contact me with any ideas you may have and please join us this fall for upcoming events!

Maria Taylor  
(613)727-4723 extension: 5396

Counselling  
(613)727-4723 extension: 7200

# Summary

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Presentation has shown the students use of technology to enhance client education in their community projects

- **DVD video**
- **Parent Educator Web Site**
- **Awareness Raising Intranet Web Site**
- **Podcast and Web Site**
- **Parent Resource Network**

# Newer Technologies To Adapt

- Face Book
- Wikis
- Blogs
- Webinars
- Webquests
- YouTube

<http://www.youtube.com/watch?v=KTVHL69-sZg>

# Implications

- Encourage the GenXers and Nexters to use their techno-literate and techno-savvy skills to implement creative, innovative, client based education strategies
- These students have the potential to really enhance the level of e-learning for health in our organizations and communities
- RNs are key patient educators and need to take advantage of IT solutions

## For more information...

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**Sherry Poirier** 613-727-4723 (2459)  
[poiries@algonquincollege.com](mailto:poiries@algonquincollege.com)

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