



Setting the standard for streamlined content governance

Overview

Legacy Health System (LHS) is a non-profit eight medical center health system with 80+ primary care, urgent care, and specialty clinics in the Portland, OR, Vancouver, WA, and mid-Willamette Valley regions. LHS has been using WebMD Ignite patient education materials for 10+ years and has been using Ignite on FHIR since November 2022.

Challenge

In 2012, LHS established a multidisciplinary Patient Education Council (PEC). It needs to serve as a centralized governing body that manages the creation, use, and maintenance of patient education resources across LHS medical centers, medical groups, urgent care centers, and hospice care facilities.

Legacy's PEC streamlines and standardizes patient education practice guidelines to ensure patient/family education information is health literate, easily accessible, and standardized across the continuum of care.

CLIENT



SOLUTIONS

Ignite on FHIR

Ignite On-Demand

RESULTS

Custom content documents

197

Custom content titles

6,700+

Translations

31

Languages

13

The PEC:

- Defines approved sources of patient and family education and serves as a system-level clearinghouse for custom patient and family education content
- Develops and deploys an ongoing organizational communication plan
- Serves as a knowledge holder related to licensed content solutions, including WebMD Ignite; the PEC prioritizes existing vendor content above creation of new custom content and collaborates with clinical experts to ensure targeted content is built into clinical workflow
- Applies analysis to inform PEC strategic direction (e.g., examine trends in custom content requests, utilization of existing content, etc.)
- Manages the process for ongoing review and updates of custom patient education previously vetted by the PEC Steering Council

Solution

LHS uses a variety of patient education materials from approved sources and vendors. These include WebMD Ignite's Ignite On-Demand and Ignite on FHIR.

Legacy's PEC is accountable for approving and managing the custom content that's created in Ignite On-Demand and used within Ignite on FHIR. Among its responsibilities for managing custom content requests, the PEC:

- Develops and applies consistent criteria and processes to ensure a standard approach to the development, review, and approval of submitted custom patient/family education materials
- Advocates for system-wide content use
- Refers submitted materials to health literacy review and/or translation as appropriate
- Manages the process for ongoing review and update of custom content previously vetted by the PEC

Results

The PEC created a standardized method for approving, creating, and managing custom content for use across LHS, which has been highly utilized since implementation. As of July 2024, they had approved and published 197 custom content documents representing 104 distinct titles. They also assigned 6,700+ custom content titles via Ignite on FHIR and translated 31 titles into at least one additional language other than English, expanding select custom content to 13 distinct languages.



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