

Enhancing Readiness to Adopt Health Literacy Best Practices

HARC X
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We have no conflicts of interest to disclose

Our goals for today....

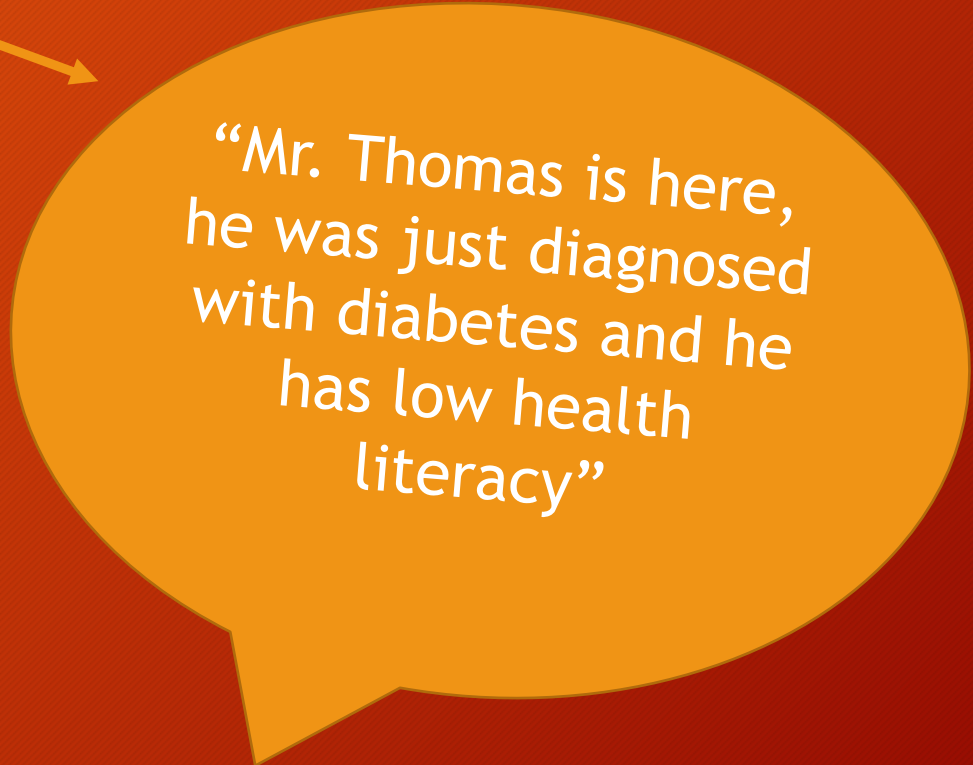
- Promote awareness and insight into what it may feel like to have limited health literacy.
- Provide strategies participants can use to encourage others to address health literacy in health care settings.
- Highlight the impact of limited health literacy on knowledge and understanding, health care utilization, health outcomes, and health care costs.
- Instill motivation for use of clear communication in all health care encounters.

Meet and greet the people sitting next to you

- Share your name, professional role, and one thought that pops into your mind when you hear



Hmmm....



“Mr. Thomas is here, he was just diagnosed with diabetes and he has low health literacy”



What is the *real experience* for many of the people we try to help?



22-year
old
woman



72-year
old
man



48-year
old
woman



Let's Pause...

respond to the prompts on your worksheet



Let's Share...

What did you feel?

What did you think?

What did you imagine?





What was the common denominator in the 3 scenarios we just heard?

Limited health literacy

Health Literacy is

“The degree to which individuals can obtain, process, understand, and communicate about health-related information needed to make informed health decisions.” (Berkman, Davis & McCormack, 2010)



Our brains are able to use context to make predictions about what's to come (Muckli, 2015)

We continuously anticipate what we will see, hear or feel next...

When the first letter is the correct letter we "fill in" what we expect to see so that it makes sense to us but... this requires familiarity with the words

Tehse wrods may look lkie nosnesne, but yuo can raed tehm, cna't yuo?



Context and familiarity with the subject matters when trying to comprehend printed or spoken words

Your naicisyhp has dednemocer that you have a ypcosnoloc. Ypcosnoloc is a test for noloc recnac. It sevlovno qnitresni a elbixelf gniweiv epocs into your mutcer. You must drink a laiceps diuqil the thgin erofeb the noitanimaxe to naelc out your noloc.

physician recommended
 Your physician has recommended that
 you have a colonoscopy. Colonoscopy
 is a test for colon cancer. It involves
 inserting a flexible viewing scope
 into your rectum. You must drink a special
 liquid the night before examination
 to clean out your colon.

Reference:
 Weiss BD. Health literacy and patient safety: help patients understand. Available at: <http://www.ahrq.gov/consumer/20tips.htm>.

This is how people with limited health literacy skills read the information. Long or unfamiliar words (written backwards in the example to the left) slow down reading speed and, as a result, decrease understanding.



Take a moment to respond to the prompts on your worksheet.

Reflect on your experience

- What thoughts did you have as you tried to read/understand directions for the colonoscopy?
- How did it make you feel?
- If asked, *Do you have any questions about this?* how might you respond?



Individuals with low health literacy rely heavily on verbal instructions (Schwartzberg, 2005).

Oral communication needs to be clear and understandable.

Avoid medical jargon and technical terminology.

Try for shared understanding of language and terms - use common vocabulary



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Difficult words make it challenging to follow recommendations



How would you change the text in the following examples to make the communication clearer for everyone?

Use your worksheet to record your thoughts and feelings as we go through each example.



Instead of the text below,
what might you say?



Keep the incision
dry, but clean the
abrasion with soap
and water daily, and
don't put too much
compression on the
outer wrap

???

Incision.....abrasion.....
compression...

Instead of the text below,
what might you say?



Drink adequate
water to avoid any
adverse effects

???

adequate.....avoid.....
adverse...

Instead of the text below,
what might you say?



I want you to
ambulate 3 times a
day and then
elevate your feet to
improve the
circulation in your
legs

???

ambulate...elevate...
circulation...

Instead of the text below,
what might you say?



This is a skin
carcinoma, you're
not contagious. We
can treat it
conservatively and
you'll be fine.

???

Carcinoma...contagious...
conservatively...

Let's Share...

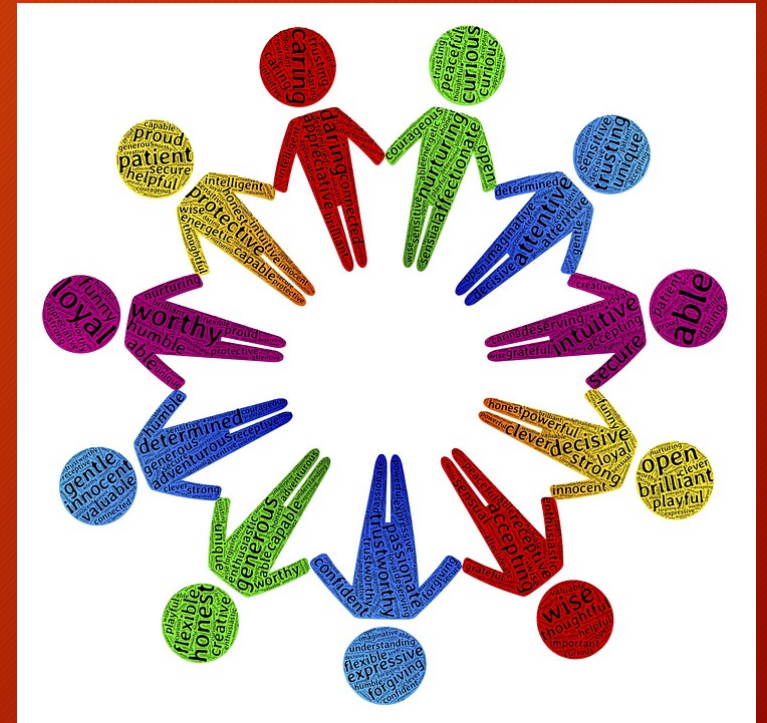
Reflect on what you wrote on your worksheet



What did you feel?

What did you think?

Is there anything you might change in your work situation?



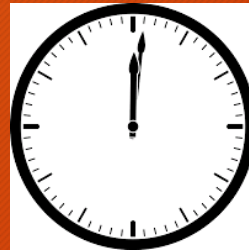
Giving and receiving specific directions and guidance

Break into pairs of 2

- One of you will be health care personnel.
- One of you will be a patient.
- Sit back-to-back. Do not turn and face each other.

The health care personnel is going to provide directions to the patient.

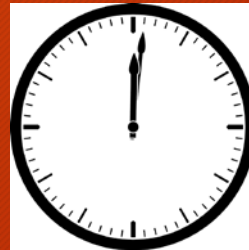
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1st minute, the health care personnel talks/the patient listens



2nd minute, the health care personnel and the patient can talk freely to each other BUT remain back to back



3rd minute, the health care personnel and patient can face each other and talk BUT don't visibly share the "answer"



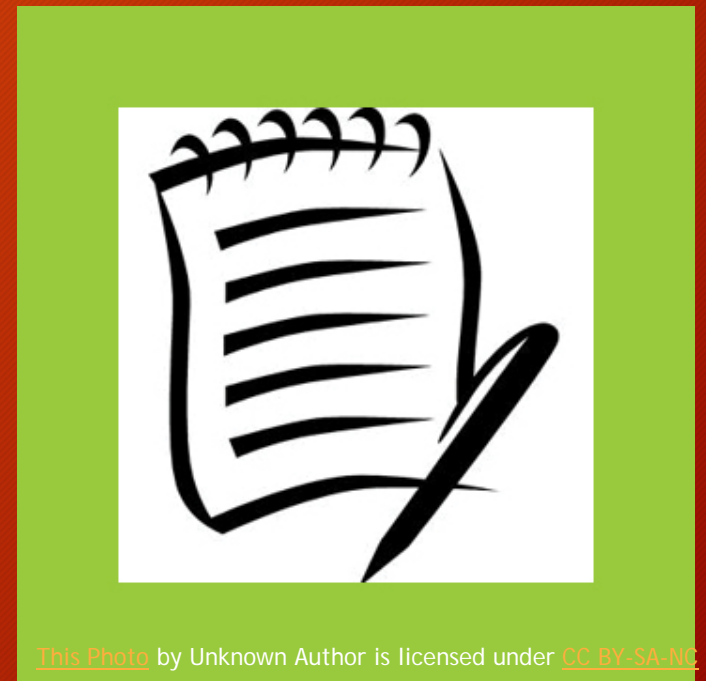
Let's Pause...

respond to the prompts on your worksheet

What did you feel-
As patient? As health care personnel?

What was different once you could talk
with each other?

What was different once you were
facing each other?



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Providing directions - another option

Switch roles

- Sit back-to-back. Do not turn and face each other.

The health care personnel is going to explain something to the patient.

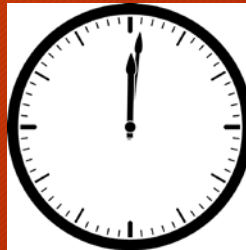
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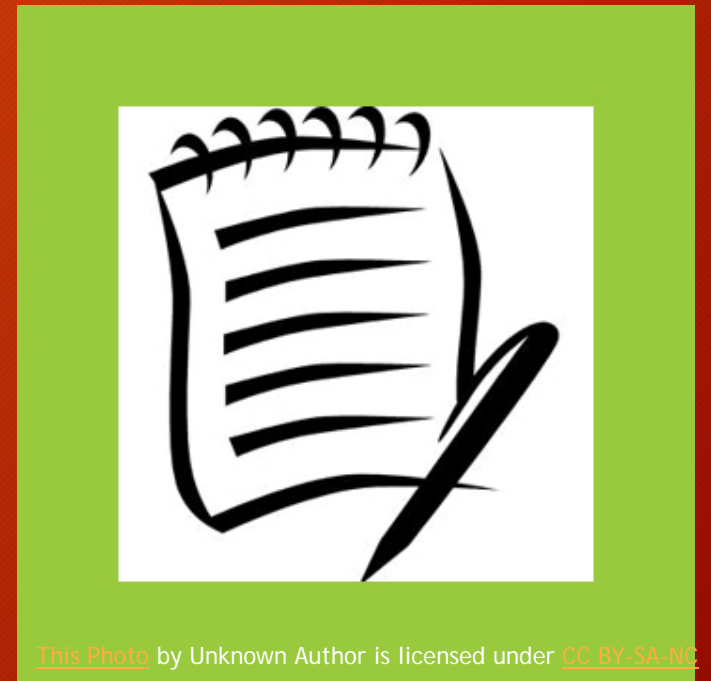
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Let's Share...

reflect on what you wrote

Did you get any new insights when you switched roles?

Which role was harder/more uncomfortable for you?





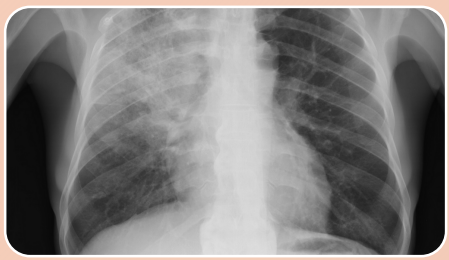
Listen for the “outcome” and raise your orange card when you have a thought of how low health literacy may have contributed to one of the factors below



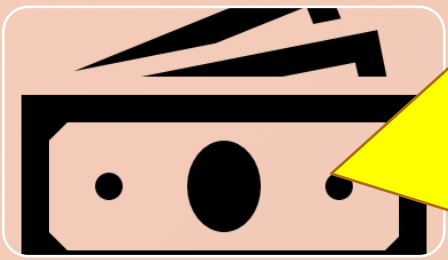
Lack of knowledge



Unnecessary health care utilization



Poor outcomes



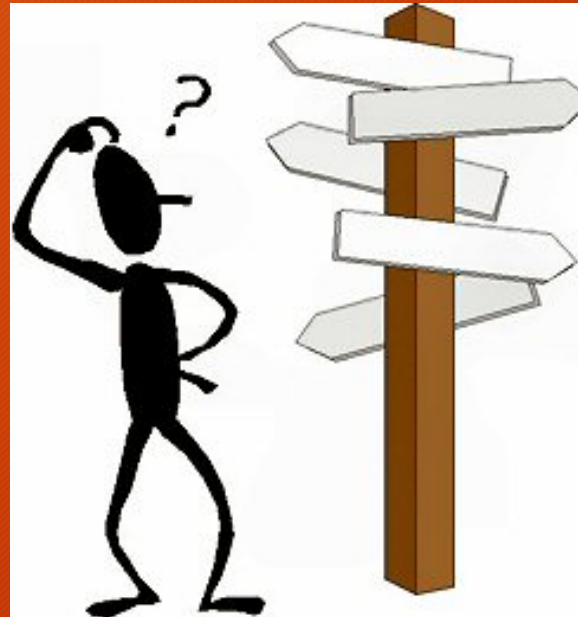
Increased costs



Navigating the environment ...



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Count off 1,2,3,4,5,6 and go to the chair corresponding to your number

Follow the directions on the chair to reach your destination

Let's Pause...

respond to the prompts on your worksheet

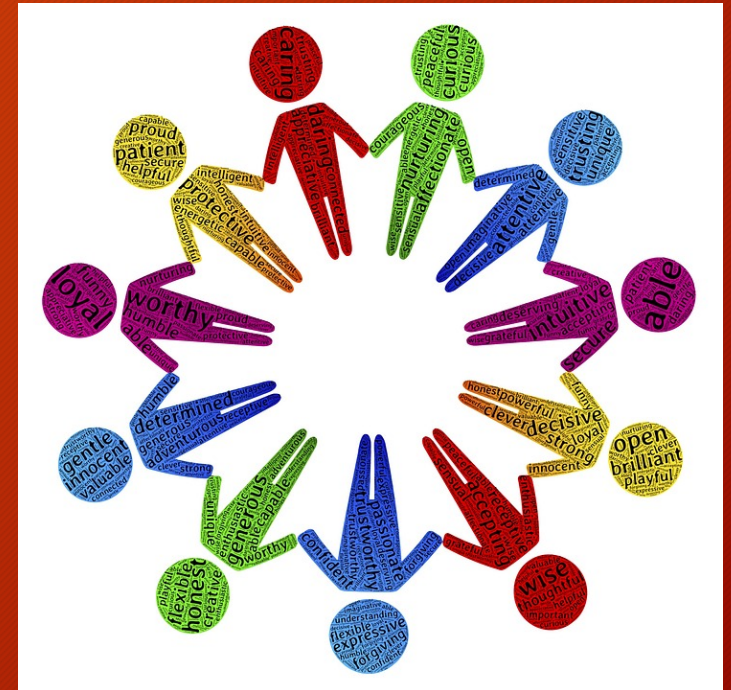


Let's Share...

How did it feel to not really know what you were looking for?

What was it like to not understand the signage/prompts easily?

What can you think of in your work setting that may cause these feelings among patients?



Our goal was to provide some teaching strategies that target the affective domain (motivation, attitudes, perceptions, and values) that you in turn, can use with others, to inspire an interest in addressing health literacy.

**What questions/comments
do you have?**

Thank you for joining us this afternoon, we hope you...

- Gained awareness and insight into what it may feel like to have limited health literacy.
- Learned a few strategies you can use with students or colleagues to encourage attention to health literacy in health care settings.
- Appreciate the impact of limited health literacy on patients knowledge and understanding, health care utilization, health outcomes, and health care costs.
- Leave motivated to encourage others to use clear communication in all health care encounters.