



Patient Centered Medical Home and Incorporation of Health Literacy Tools into Primary Care Practice

Presented by:

Cheryl Courtlandt M.D.

Faculty

Levine Children's Hospital

Co-Director

Center for Advancing Pediatric Excellence



Our world revolves around **children.**

Patient Centered Medical Home Standards

- Enhance Access and Continuity
- Identify and Manage Patient Populations
- Plan and Manage Care
- Provide Self care and Community Support
- Track and Coordinate Care
- Measure and Improve Performance



Use of Health Literacy Universal Precautions Toolkit

- Tools for Practice improvement
- Tools to improve spoken Communication
- Tools to improve written communication
- Tools to improve Self-Management and Empowerment
- Tools to improve supportive systems

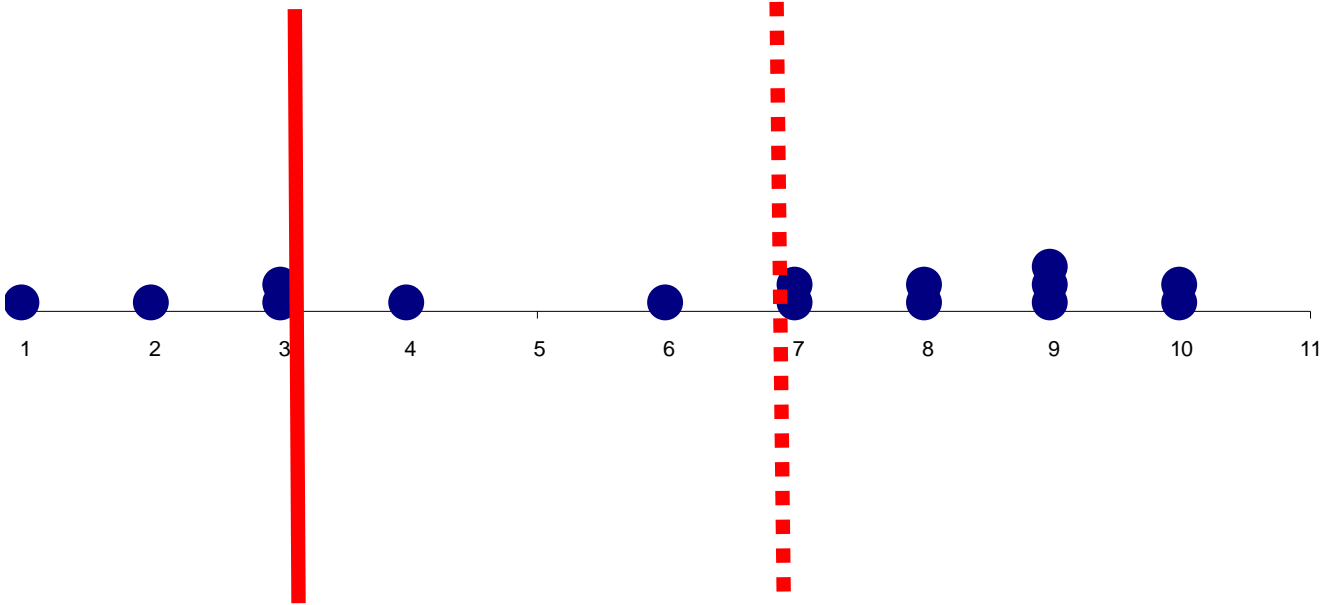
Assessment of Health Literacy

- Testing
- Screening

Assessment of Health Literacy

- Bilingual population
- Varied Education experience
- Less diverse socioeconomic status

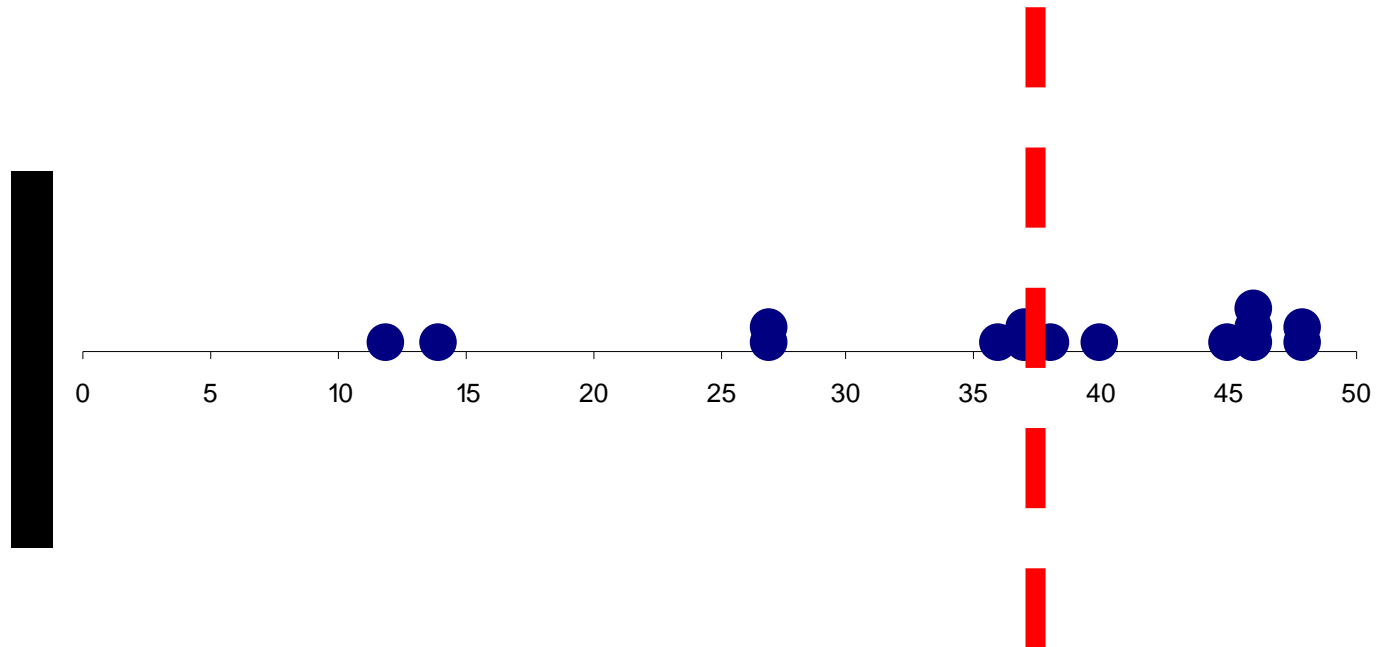
English Health Literacy Assessment



Legend
Less than 7 at high risk for low health literacy
Less than 3 functionally illiterate



Spanish Health Literacy Assessment



Legend
Less than 37 at risk
for low health literacy

Assessment Scores

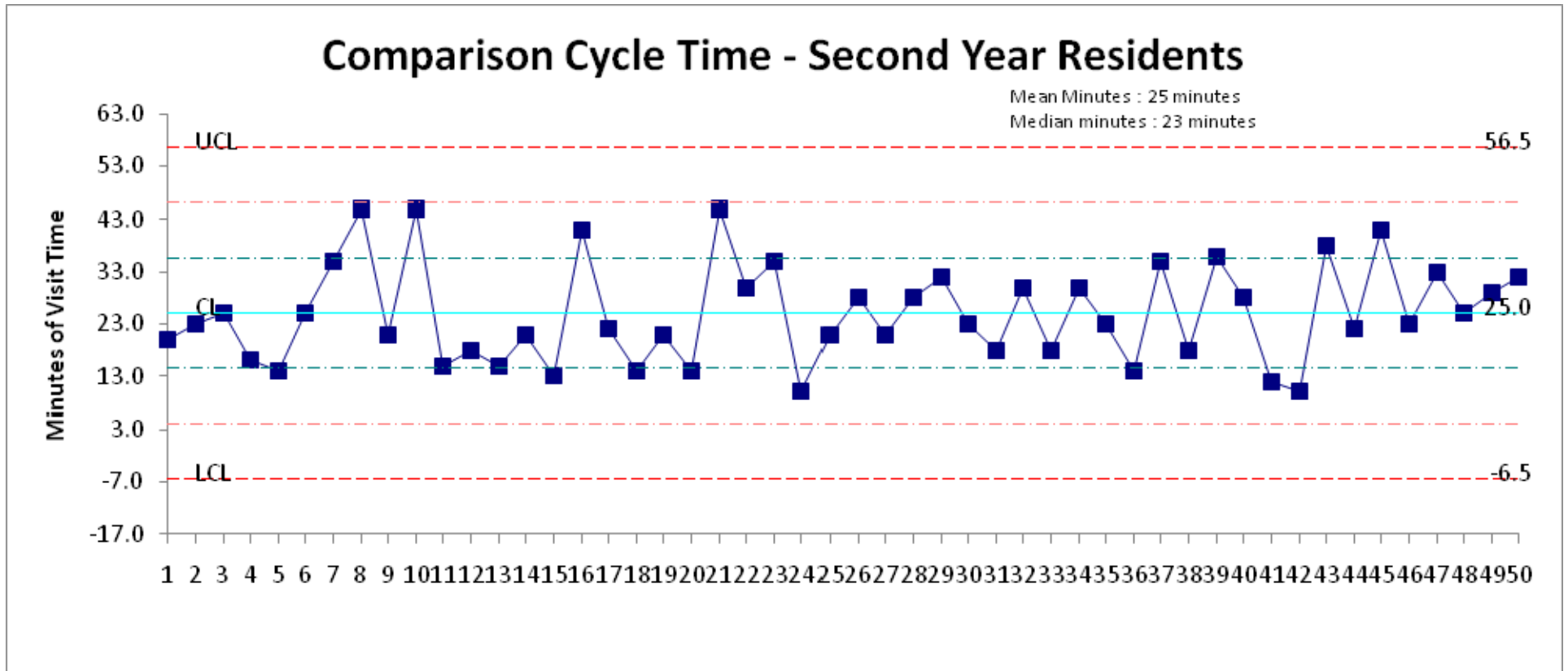
Tools to improve spoken Communication

- Teach Back Method

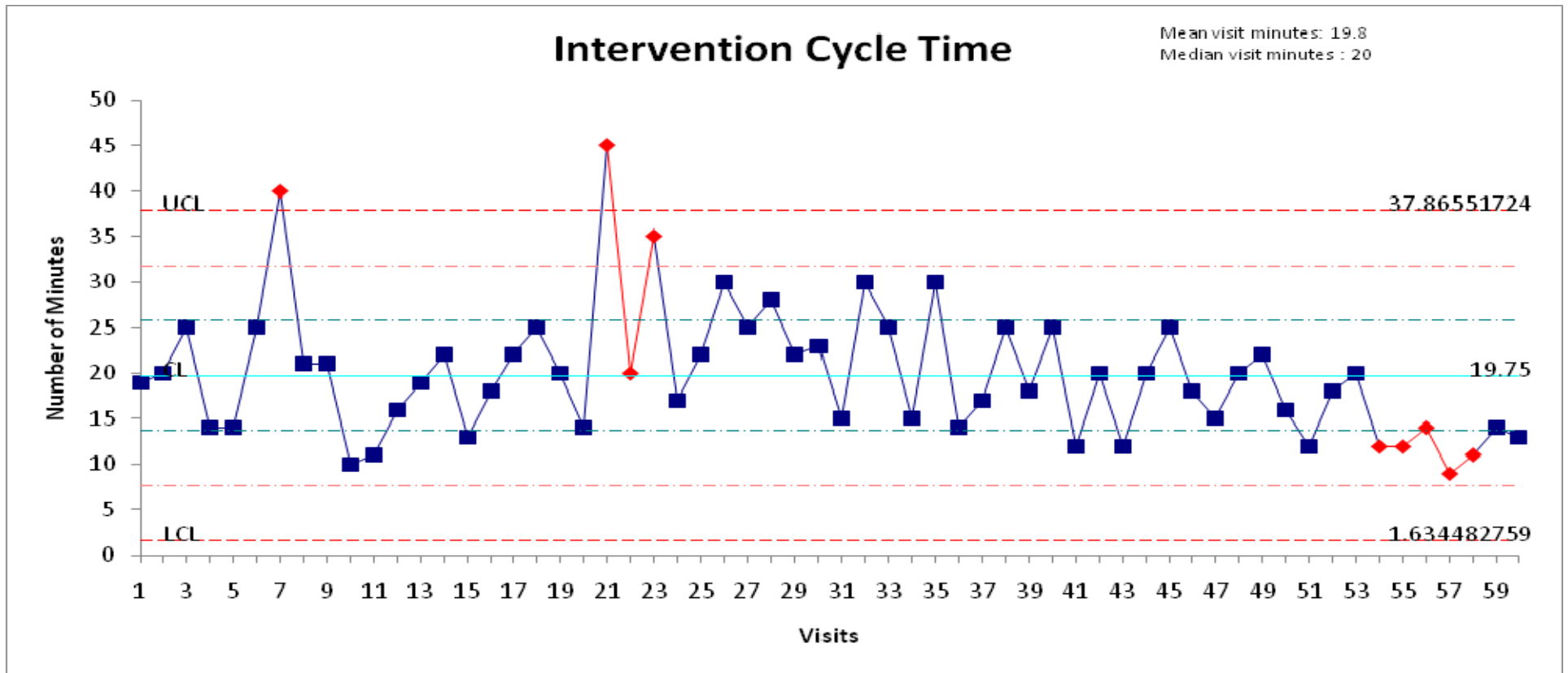
The Teach-Back Method

- Clear communication
- Allows for clinician to develop understanding on patient's level
- Does not require any baseline population health literacy screening

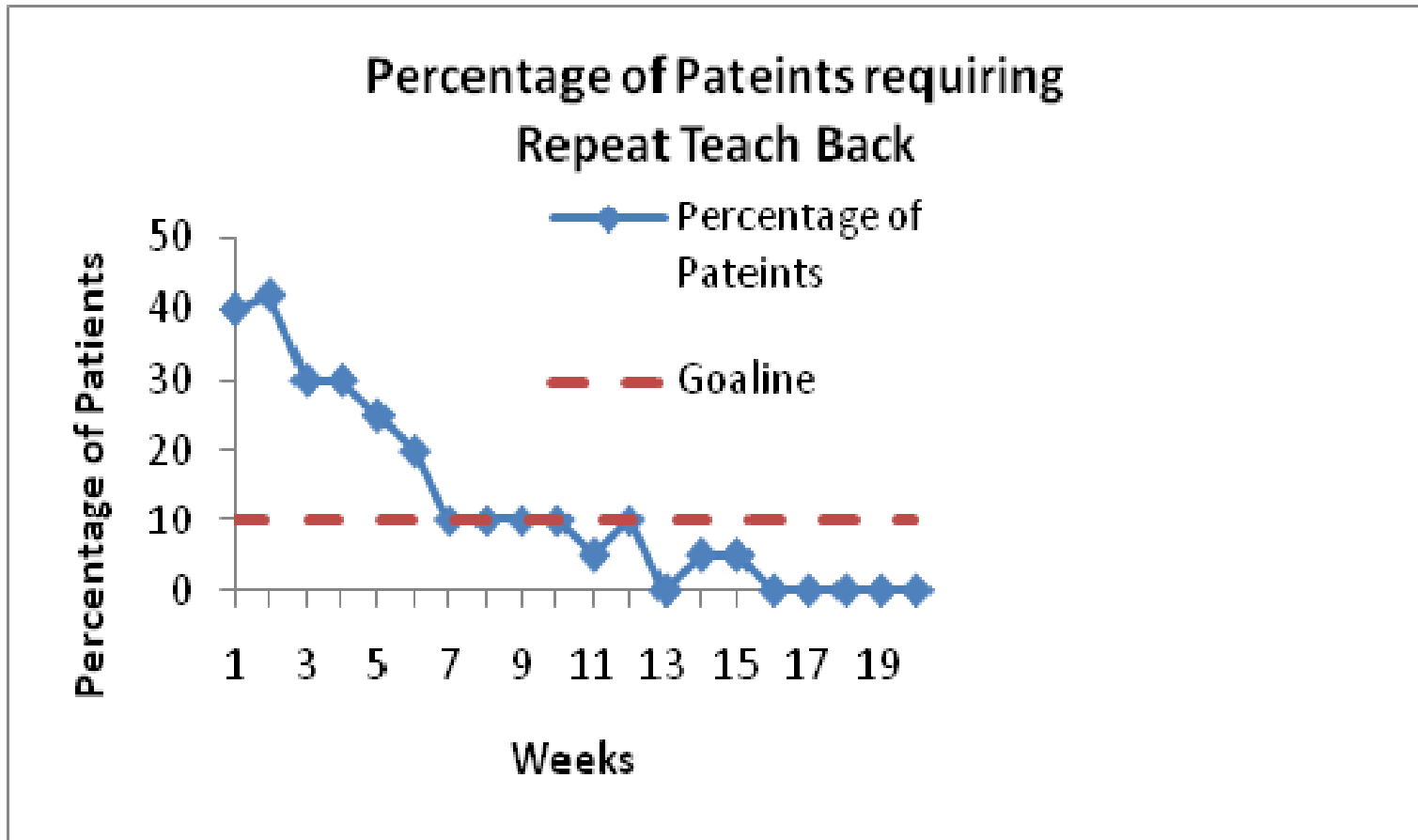
Comparison Cycle Time



Intervention Cycle Time



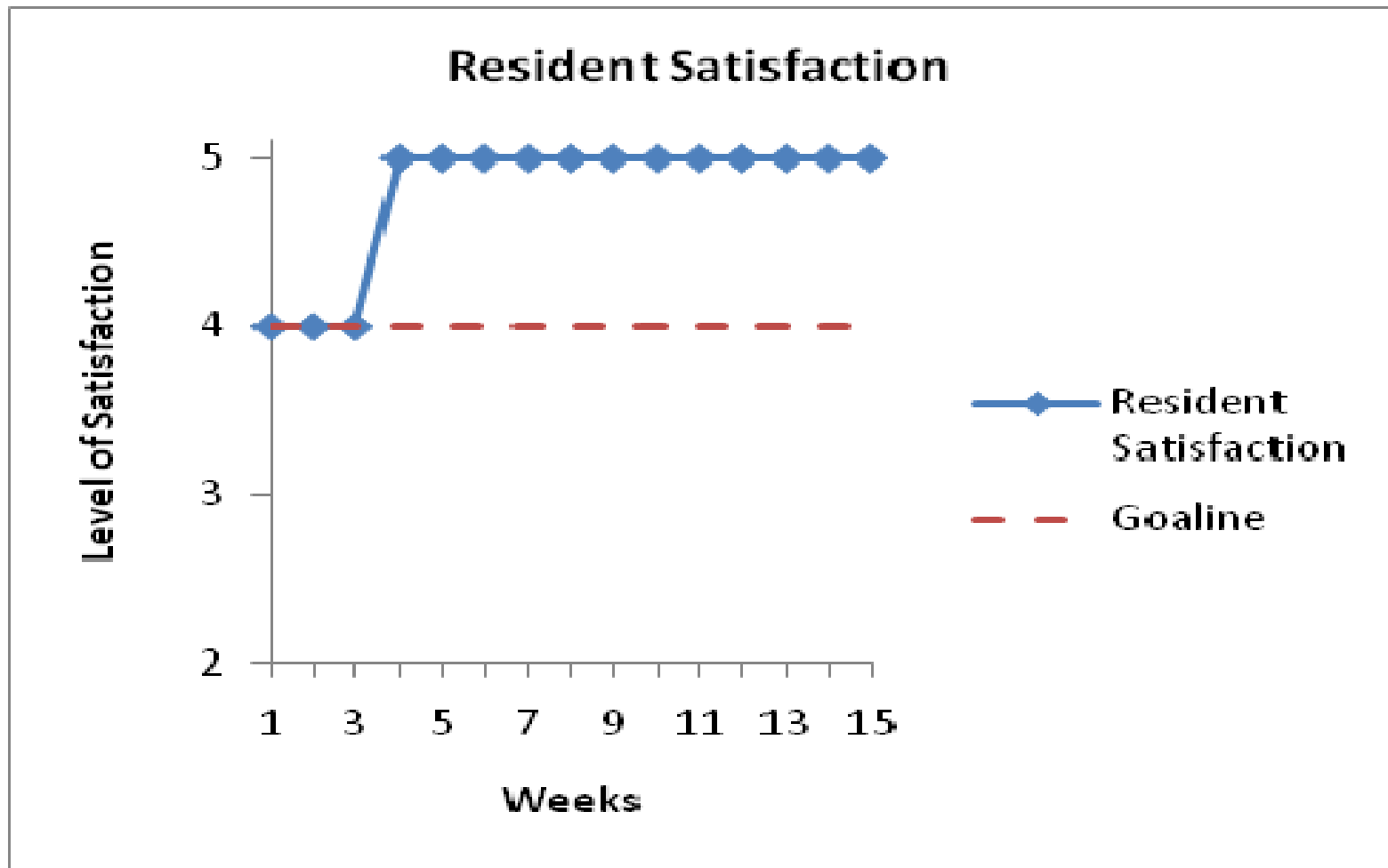
Repeat Teach Back



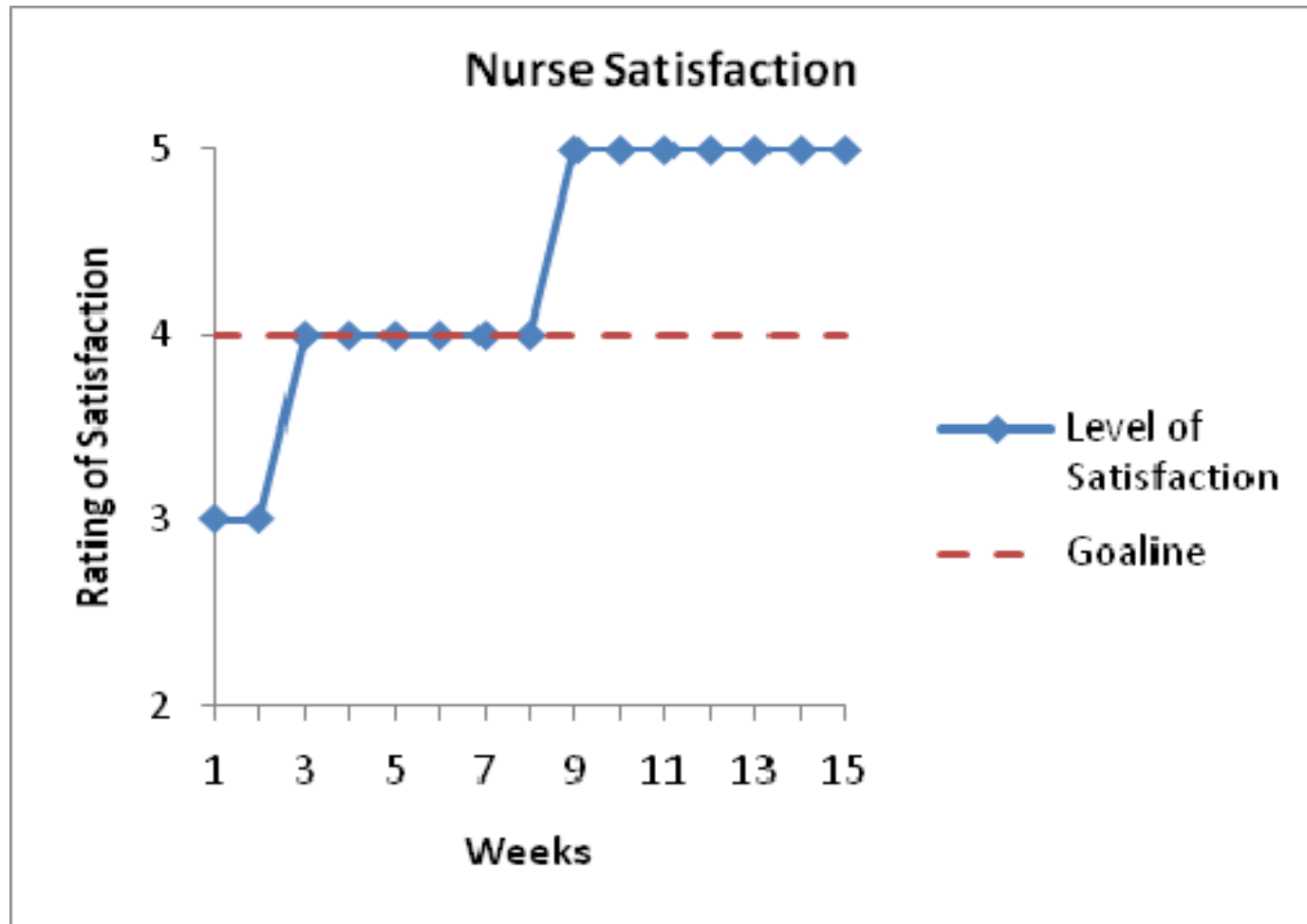
Patient Satisfaction



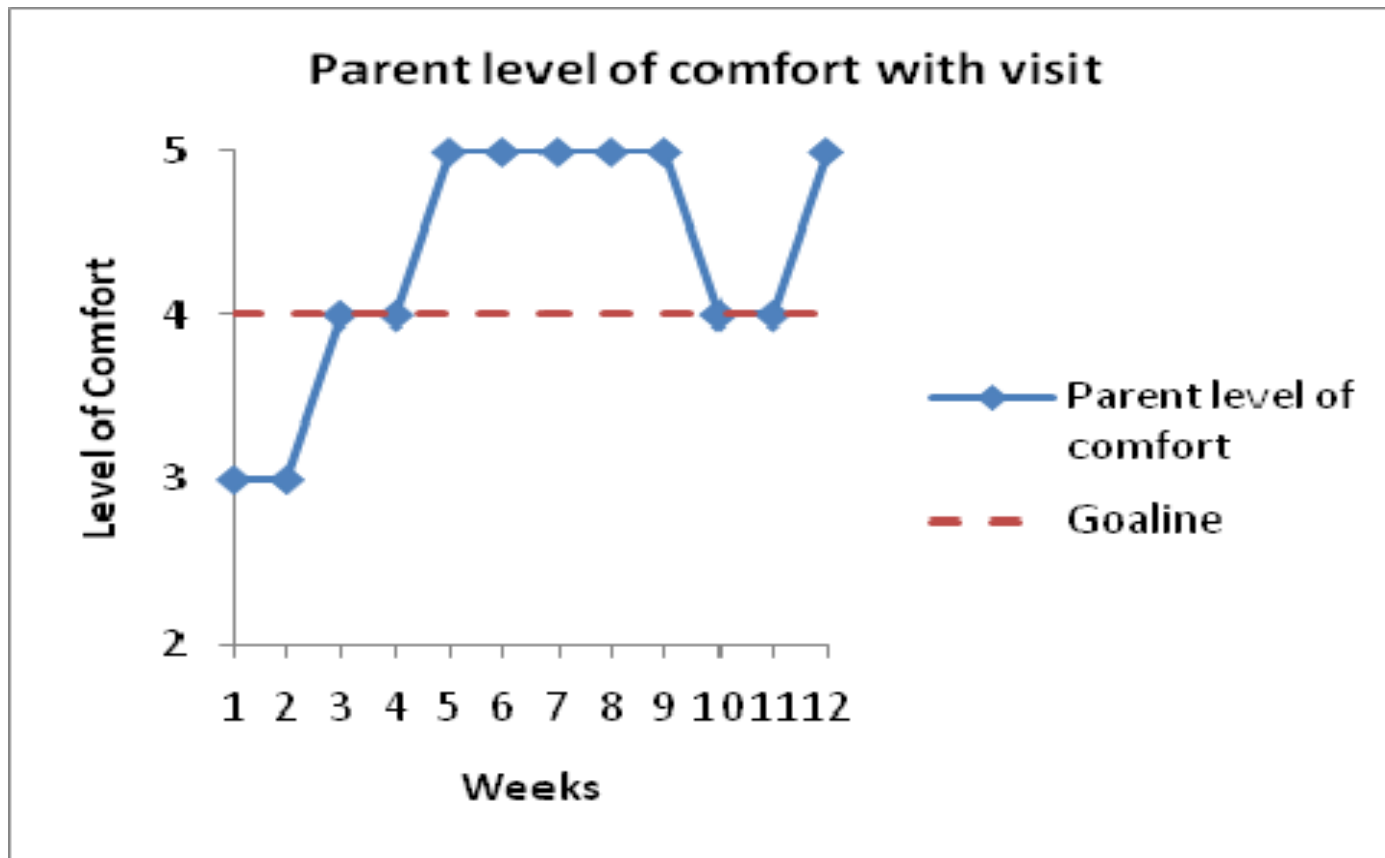
Resident Satisfaction



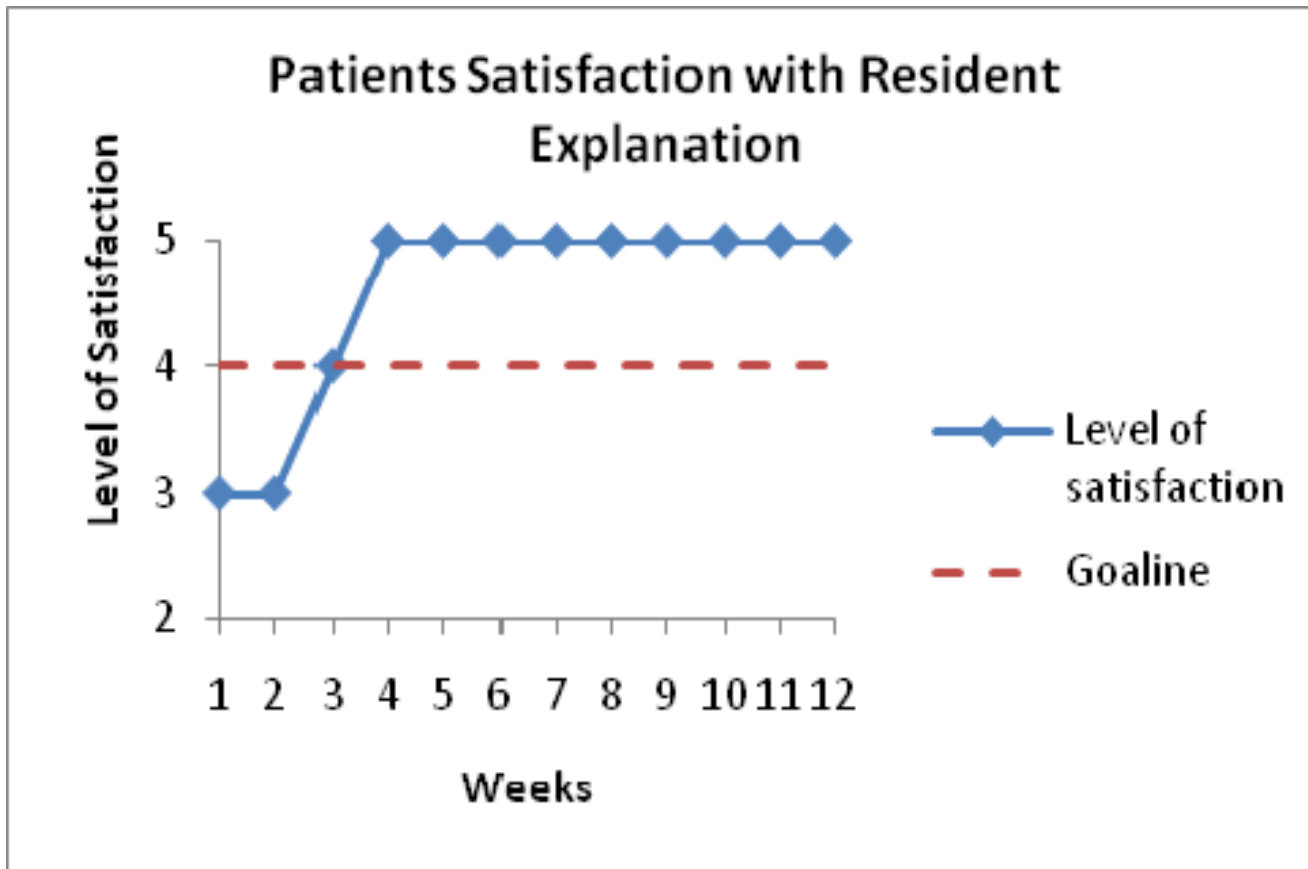
Nurse Satisfaction



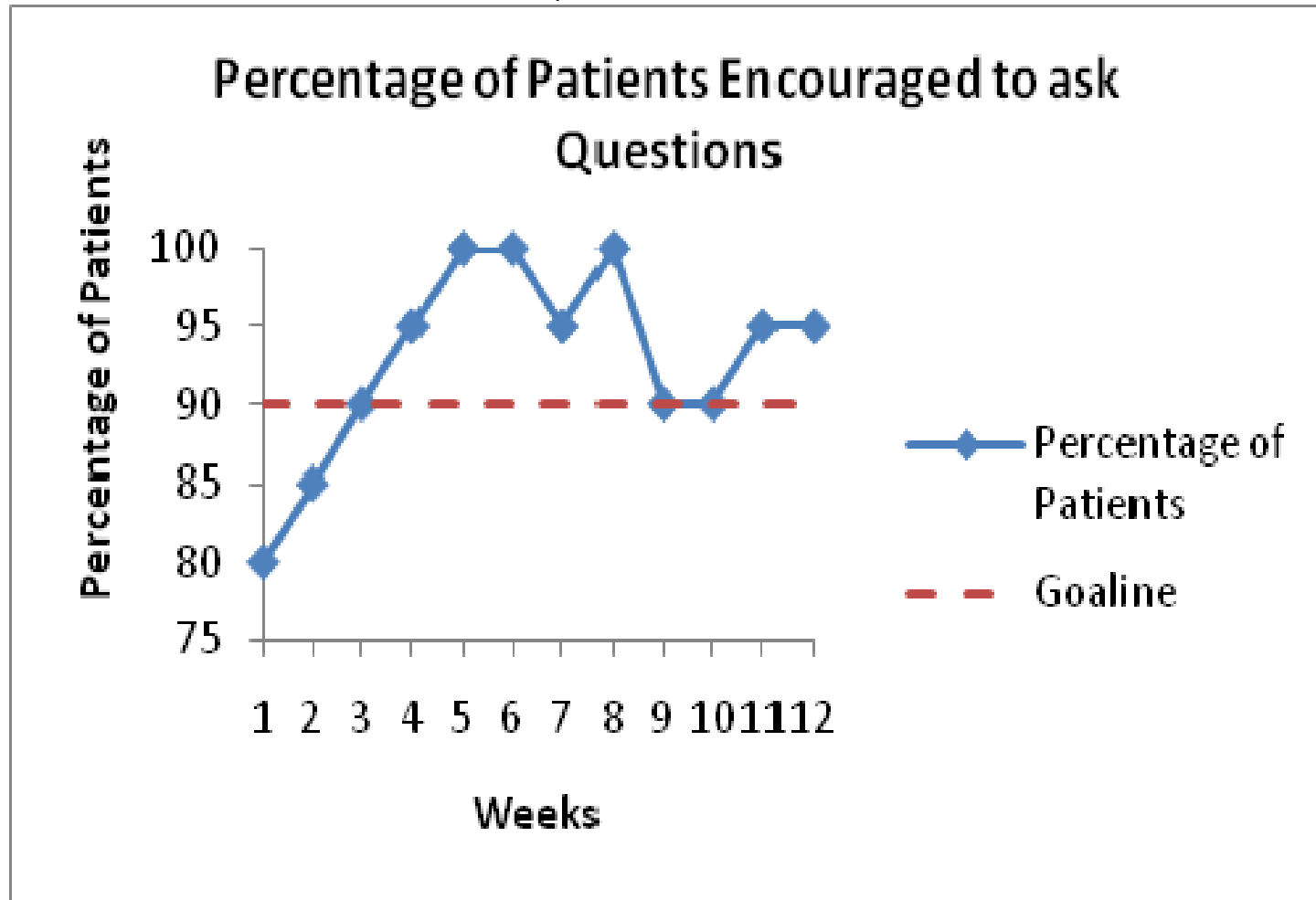
Parent Level of comfort



Patient Satisfaction



Encouragement to ask Questions



Results

- Decreased cycle time
- More efficient visits
- High Staff / Provider Satisfaction
- High Patient Satisfaction
- Increased resident proficiency over time



Tools to improve Written Communication

- Clear Language
- Visuals / Simple design
- Highlights 3 points to remember





Myers Park Pediatric Clinic
Today is your **newborn visit**
Your Doctor's Name is
Dr. Meg McKane

Things to remember about your visit today

1. Weight loss/ feeding

It is normal for babies to lose weight at first.
Your baby should regain their birth weight by 10 days



With formula
your baby will
eat every 2-4
hours



With breast feeding your baby may eat
every hour at first.
If you are having problems
with breast- feeding, we can help

Watch for signs of hunger, crying and sucking on hands

⚠ 2. Warning Signs: Reasons to call the clinic (or ER if we are closed) ⚠



If you think your baby is sick
take their
temperature in their bottom.
**Call if their temperature is
less than 97 F or
more than 100 F**



your baby is more sleepy than normal,
hard to wake up,
not sucking well ,
not as active as usual.
no wet diapers for 8 hours
changes in color that worry you

3. Co-sleeping (sleeping in the same bed as your baby)



Do **NOT** let the baby sleep in your bed.
Every night put the baby to bed in their own crib.
If you do not have a crib, let us know

Your next visit is when your baby is 1 month old

Changes Implemented

- Production of a structured well child visit that meets both provider and parent needs
- Development of patient activation materials that will provide reinforcement of point covered
- Successful trial, will implement using the train the trainer model.