



Nurses' Communication with Type 2 Diabetes Patients in Primary Care Settings: A Focus on Health Literacy

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ACHORD
Alliance for Canadian Health
Outcomes Research in Diabetes



"... If we forge a better match between the expectations & processes of the [healthcare] system and the skills of .. [individuals], we can solve the problem of HL and reduce barriers to good health" (Rudd, 2010)

System Demands
& Expectations

Individual Skills





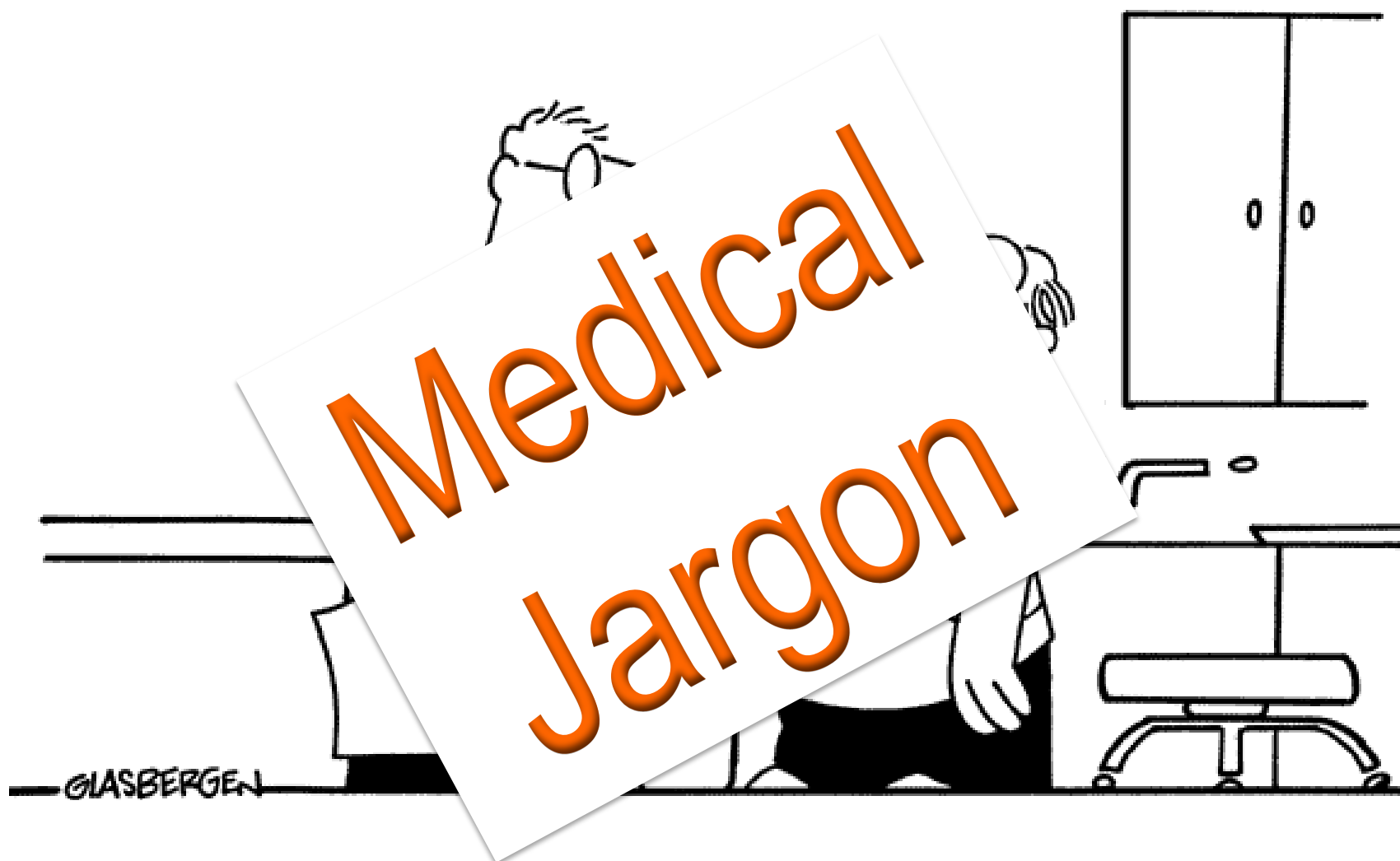
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YOU SHOULD TAKE BETTER CARE OF
YOUR TEETH. YOU
ON BRUSH

**SIMPLE
instructions
are not
simple!**



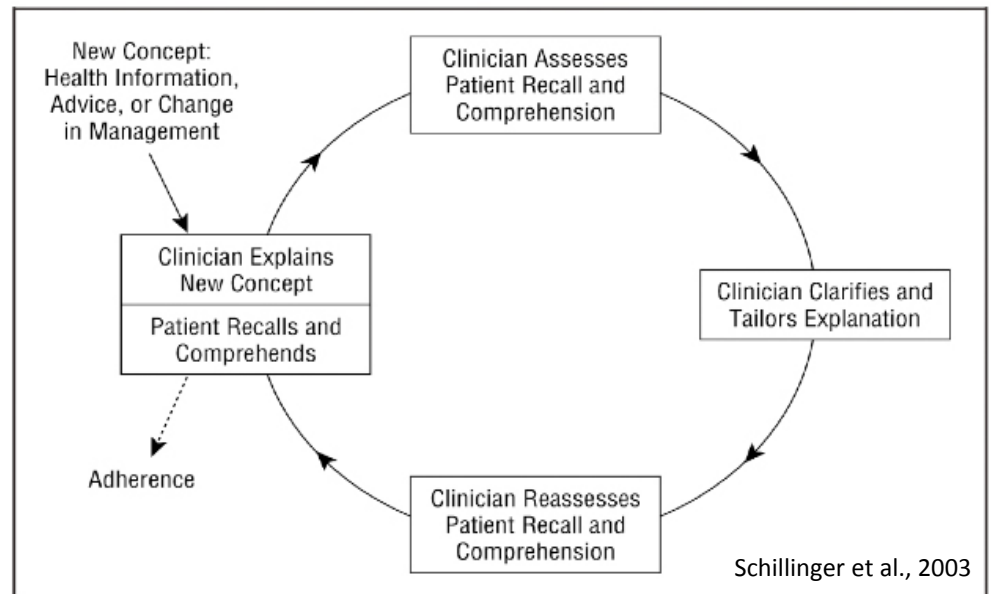


“No, HDL and LDL were not the robots in Star Wars.”

Objectives

- To examine nurses' **application of the interactive communication loop components**, and **use of jargon** in providing self-care education and counseling to individuals with type 2 diabetes.
- To explore whether these aspects of nurses' communication differ by individuals' health literacy level.

Interactive Communication Loop

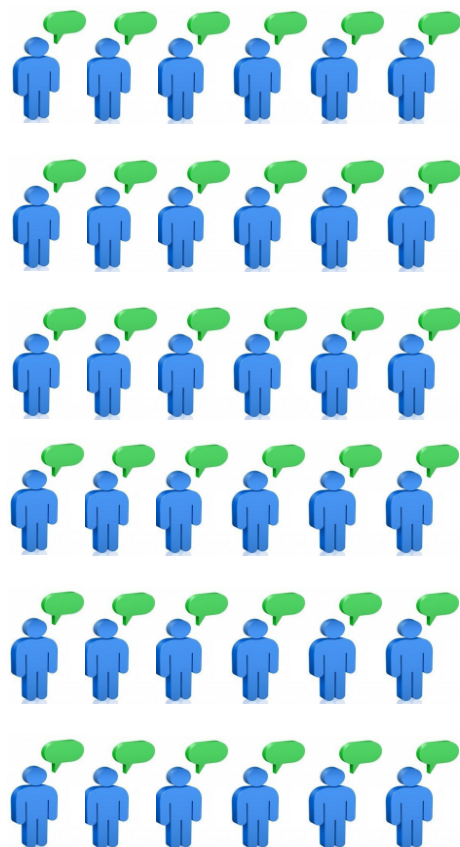




Why Nurses?



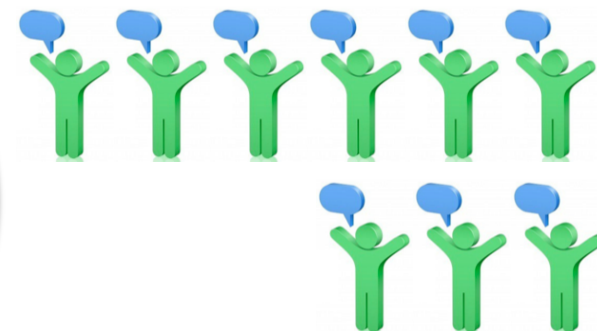
Participants



36 Patients



**Audio-recording
Patient Survey**



9 Nurses

Coding and Rating

Code 1

- Repeating health information and instructions

Code 2

- Clarifying health information and instructions

Code 3

- Asking for understanding

Code 4

- Checking for understanding

Code 5

- Seeking patient's perceptions

Code 6

- Medical Jargon

Code 7

- Mismatched Language

Rating

0 = Never | 1 = Seldom | 2 = Sometimes | 3 = Often

Characteristics of Patients

36% (N=13) of participants had **inadequate Health Literacy**.

Participants with inadequate HL were more likely to:

.... be of ***non-white ethnicity***

.... to have ***lower educational level***

.... not to ***have English as their first language***

.... to have ***lower self-efficacy***

.... to have a ***higher prevalence of almost all comorbid chronic conditions***

than participants with adequate HL.

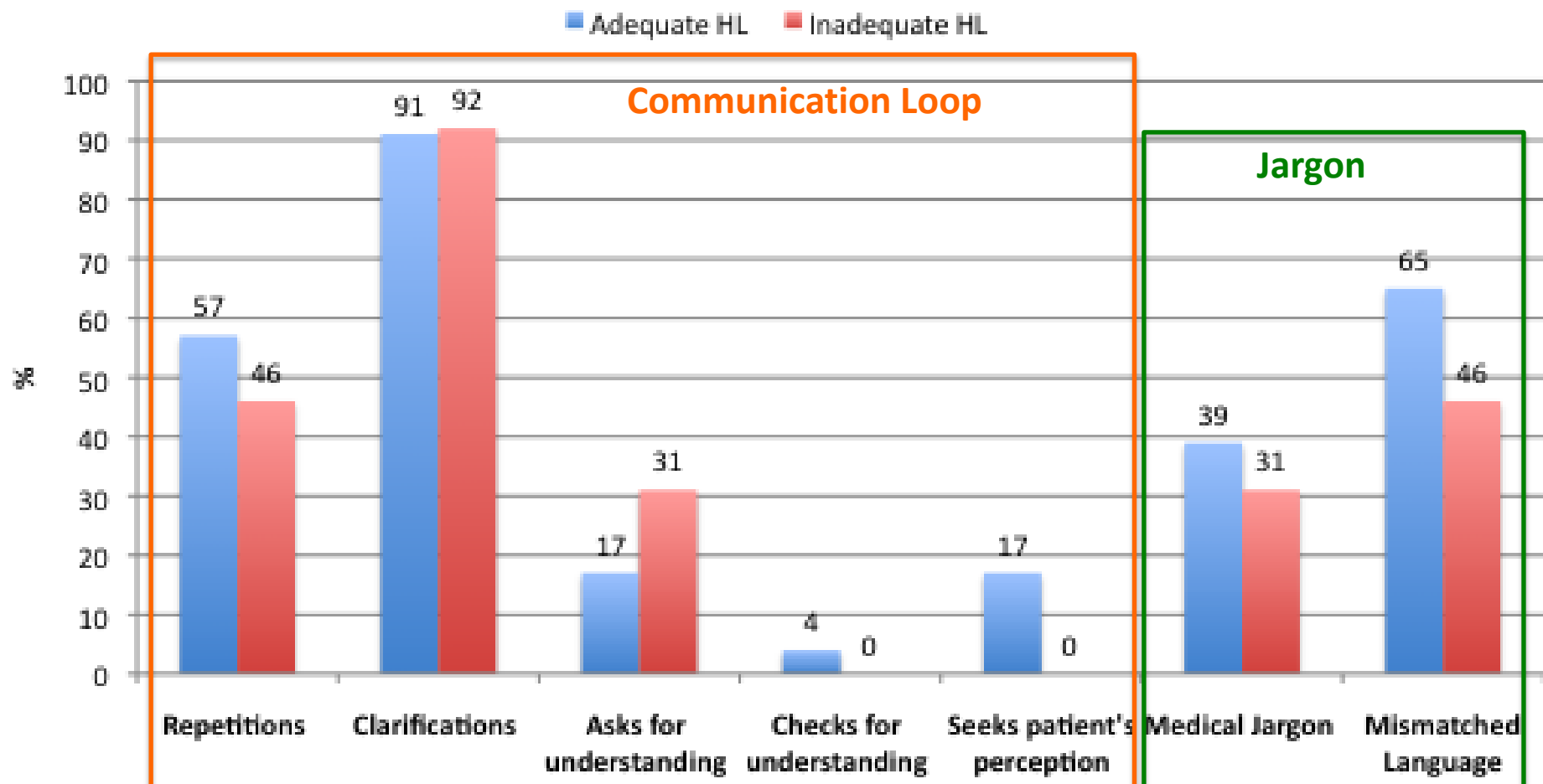
SMBG	5.6 (2.1)	Thyroid problems	8 (22.2)
Medications	6.8 (0.9)	Vision problems	8 (22.2)
Current smoking - Yes	6 (16.7)	Mental or psychological illness	6 (16.7)
Visit duration (minutes)	46.0 (19.0)	Visit type - New	18 (56.2%)

Interactive Communication Loop



The use of communication loop components and jargon by Health Literacy level

Frequently Used



Conclusion

- Nurses may place high demands on patients through their communication and interaction with them.
- This highlights the need to explore the level of complexity of different components of this system and the demands it places on patients, perhaps regardless of their health literacy.

Thank you for your attention!

Study Team:

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- ✧ Dr. Bev Williams
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