

Patient education, health literacy and chronic disease : Lessons learned from a multicultural community in Quebec, Canada.



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Presentation outline

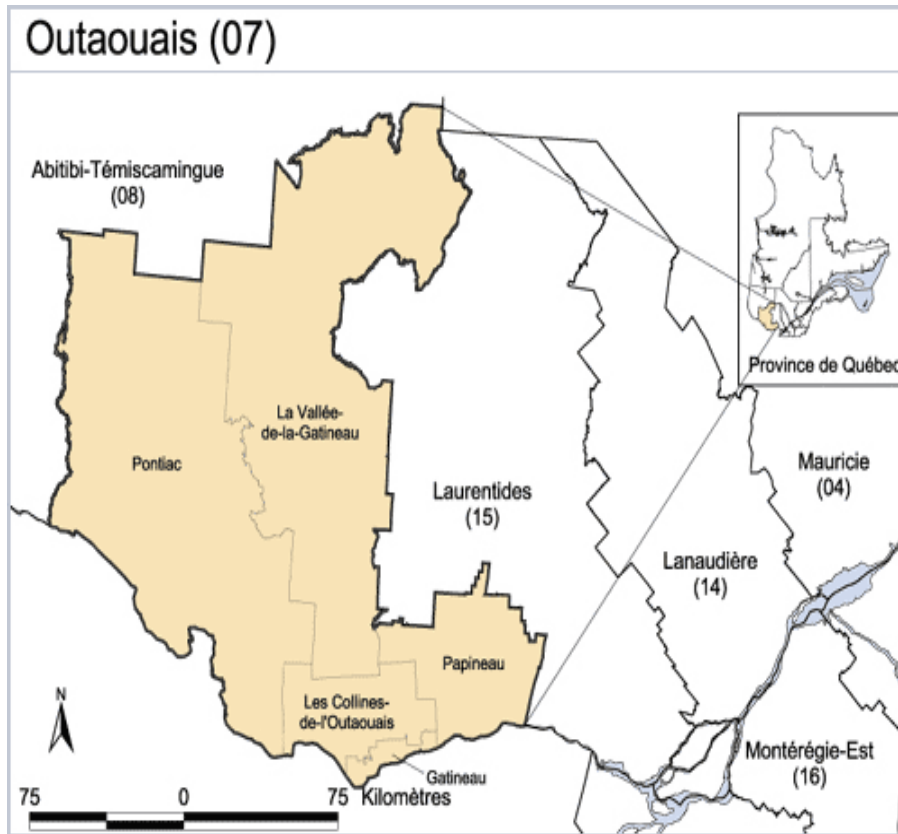
- Context
 - Challenges faced by people managing chronic health conditions (C. H. C.s) ;
 - Challenges faced by immigrants managing C. H. C.s ;
 - Challenges encountered by healthcare professionals.
- Best practices to increase health literacy about C. H. C.s in a multicultural context.
- Conclusion.



Context

- Nearly 50% of patients with a C. H. C. fail to comply with their health related instructions (Miller, 2016).
- In a multicultural context :
 - Beliefs held by immigrants may affect how they understand and how they react in response to instructions given by their healthcare professionals (Shaw, Armin, Torres, Orzech & Vivian, 2012).
 - Cultural and linguistic barriers decrease health literacy in multicultural context (Lee, Rhee, Kim, & Ahluwalia, 2015).

Local context: Welcome to the Outaouais region of Quebec, Canada.



- **Multicultural region :**
 - First Nations ;
 - Natives of the region ;
 - Immigrants from other regions (ex. Canada's Capital region) ;
 - Immigrants from other countries.

(Quebec Statistical Institute
(in translation), 2015)

Challenges faced by people managing C. H. C.s

It's too complicated
and I'm too sore.
What's the worst
that could happen?



I have a hard time reading
food labels, so I will often
buy the same things, such
as rice.



- A subset of patients who we ask to manage their chronic health conditions belong to the most vulnerable groups in terms of literacy.



Challenges faced by immigrants managing C. H. C.s

- **Chronic health conditions :**
 - “Imported” Chronic Health Conditions ;
 - “Acquired” Chronic Health Conditions.
- **Challenges faced by immigrants :**
 - Different health culture (use of services).
 - Difficulties in obtaining access to health information and services (there are over 150 different reported mother tongues in Canada).
 - Discrimination stemming from prejudice within the interdisciplinary health care team.

Challenges faced by immigrants managing C. H. C.s

•Challenges faced by immigrants (cont'd) :

Bruno, can you describe your pain?

Umm, I don't know, it's complicated, it's like, ahhh how do you say ...



- Increased use of walk-in clinics.

- Expectation that they can express their health concerns in the same time as a fluent speaker of the language (English or French).



Challenges faced by healthcare professionals.....

- **Barriers to attaining health objectives :**
 - Tools that are only adapted for a specific clientele ;
 - The educational culture of teaching cause and effect ;
 - Professional education does not introduce the appropriate use of translators ;
 - Insufficient time allocated to meetings.

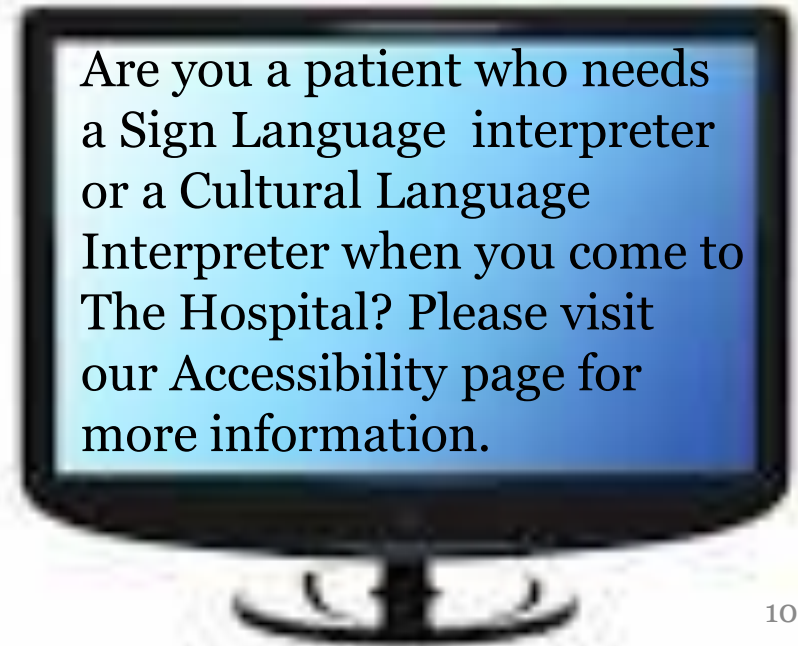
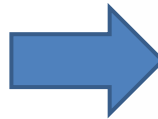
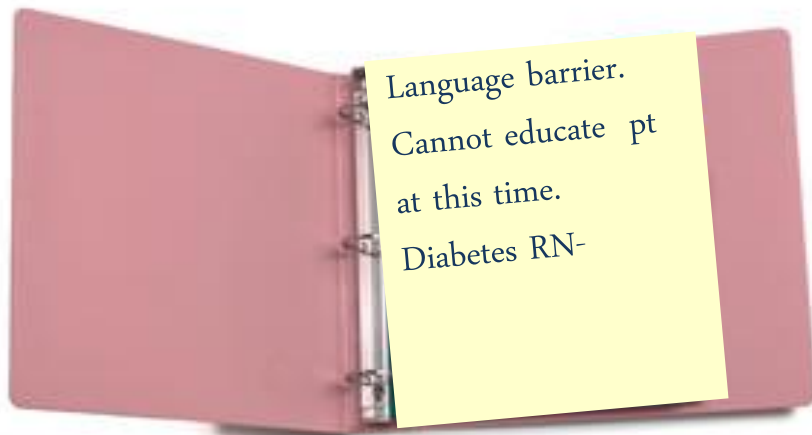


Challenges faced by healthcare professionals.....

- **Barriers to attaining health objectives (cont'd):**
 - The often multidisciplinary context of patient education without continuity promoting tools or strategies.
 - Role ambiguity. Important patient education information can be doubled, contradicted or omitted by the presumption of another professional's role.

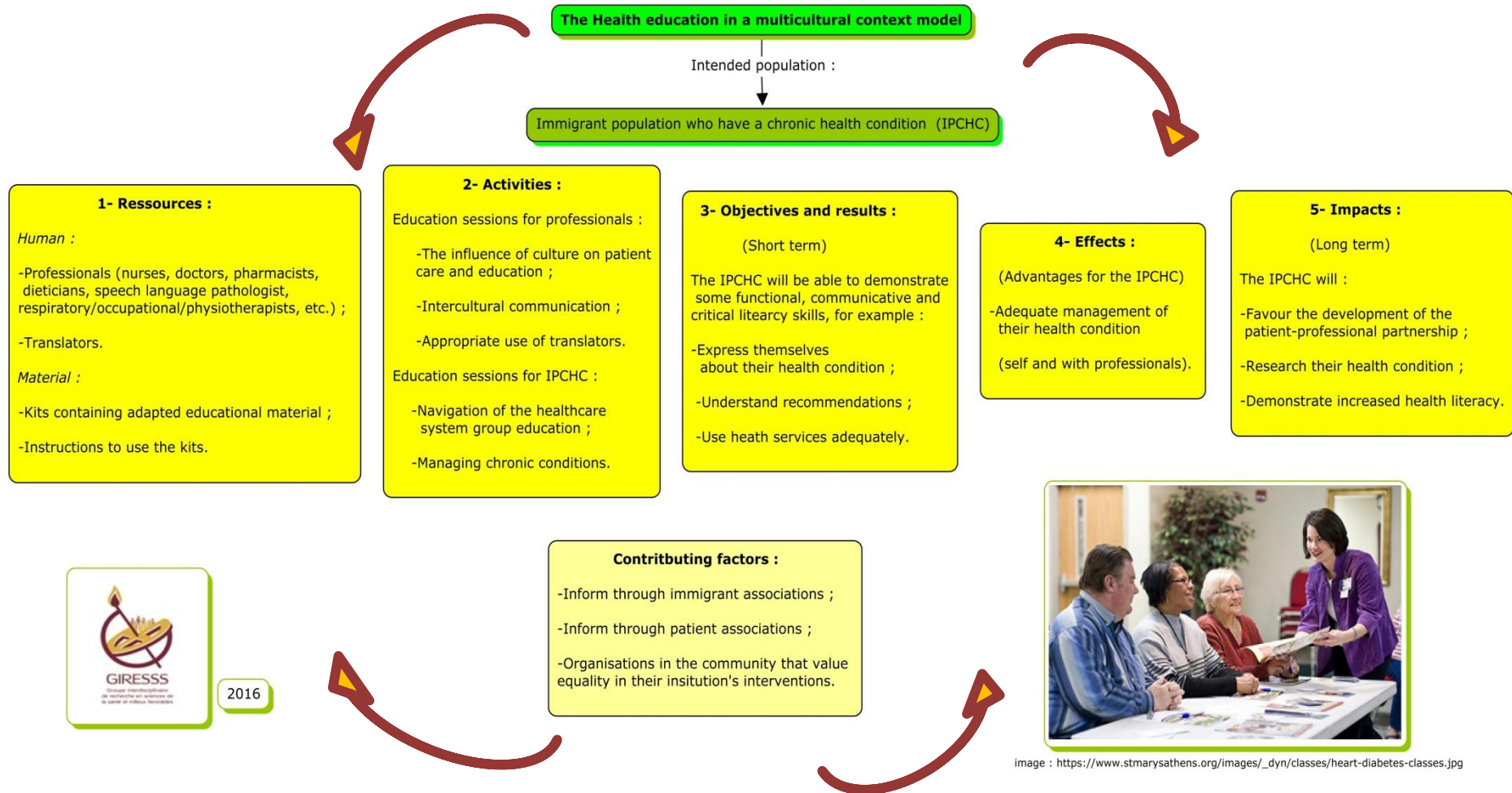
Question

What are the best practice recommendations to ensure that the immigrant population who have a C. H. C. can increase their health literacy?



Creating ideal situations

The Health education in a multicultural context model





Conclusion

- This information is the starting point of implanting a program that will better meet the needs of immigrants living with a C. H. C.
- The program will also be developed to continue with other populations, such as the people native to the region.

Thank you!

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