



Health Literacy Is Often the Answer

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Learning Objectives

- Define health literacy and patient activation
- Describe health literacy screening tools
- Use screening results to increase patient activation



Definitions and Context

Health literacy is the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.

Health literacy is dependent on individual and systemic factors:

- Communication skills of lay persons and professionals
- Lay and professional knowledge of health topics
- Culture
- Demands of the healthcare and public health systems
- Demands of the situation/context
- Time
- Reading ability
- Math skills

AHRQ Health Literacy Resources

www.ahrq.gov/topics/topic-health-literacy.html

- Patient and Family Engagement in Primary Care
 - Teach back
 - Be prepared to be engaged
 - Medication management
 - Warm hand off
 - www.ahrq.gov/professionals/quality-patient-safety/patient-family-engagement/pfeprimarycare/interventions/index.html
- Assessment Tools
 - Long and short assessments
 - Rapid assessment
 - Spanish and English
 - With guidance and background information on administering and analyzing results
 - www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy/index.html

CDC Health Literacy Resources

- Centers for Disease Control and Prevention Health Literacy Basics, Resources, Advanced Tools
 - Health literacy – what it is
 - Understanding health literacy
 - Health literacy and numeracy
 - Development and usage of literacy assessment tools
 - State-led initiatives
 - www.cdc.gov/healthliteracy/basics.html
- Viewing health literacy from both patient and care team perspectives



Another Way of Looking at Health Literacy



As a TOOL

In the business of health care, **health literacy** is a **tool** that can be used to reduce costs and improve value.



patients with low **HEALTH LITERACY...**



Are more likely to visit an
EMERGENCY ROOM



Have more
HOSPITAL STAYS



Are less likely to follow
TREATMENT PLANS



Have higher
MORTALITY RATES

www.cdc.gov/phpr



What Is the Return on Investment?

- Reduced ER visits
- Reduced re-admissions
- Better screening and care of chronic diseases
- Decreased medication errors
- Increased patient engagement and satisfaction
- Choosing Wisely

<http://www.choosingwisely.org>





Health literacy impacts every interaction!

Patient Activation and Health Literacy

- Literacy is focused on patient, environmental, and social factors
- Activation is focused on patient behavior
- Both can be assessed in-person as well as electronically through e-tools
- Both work together in shared decision-making – the basis of a patient/clinician partnership



I Would Like to Reduce Costs and Improve Value – What Next?

- Self-education – podcasts www.healthliteracyoutloud.com
 - Educate staff
 - Perform a practice assessment
 - Informal or formal
 - Tools for screening
 - Everyone use TEACH-BACK always!
- www.youtube.com/watch?v=n1TeXdMI3_I&feature=youtu.be

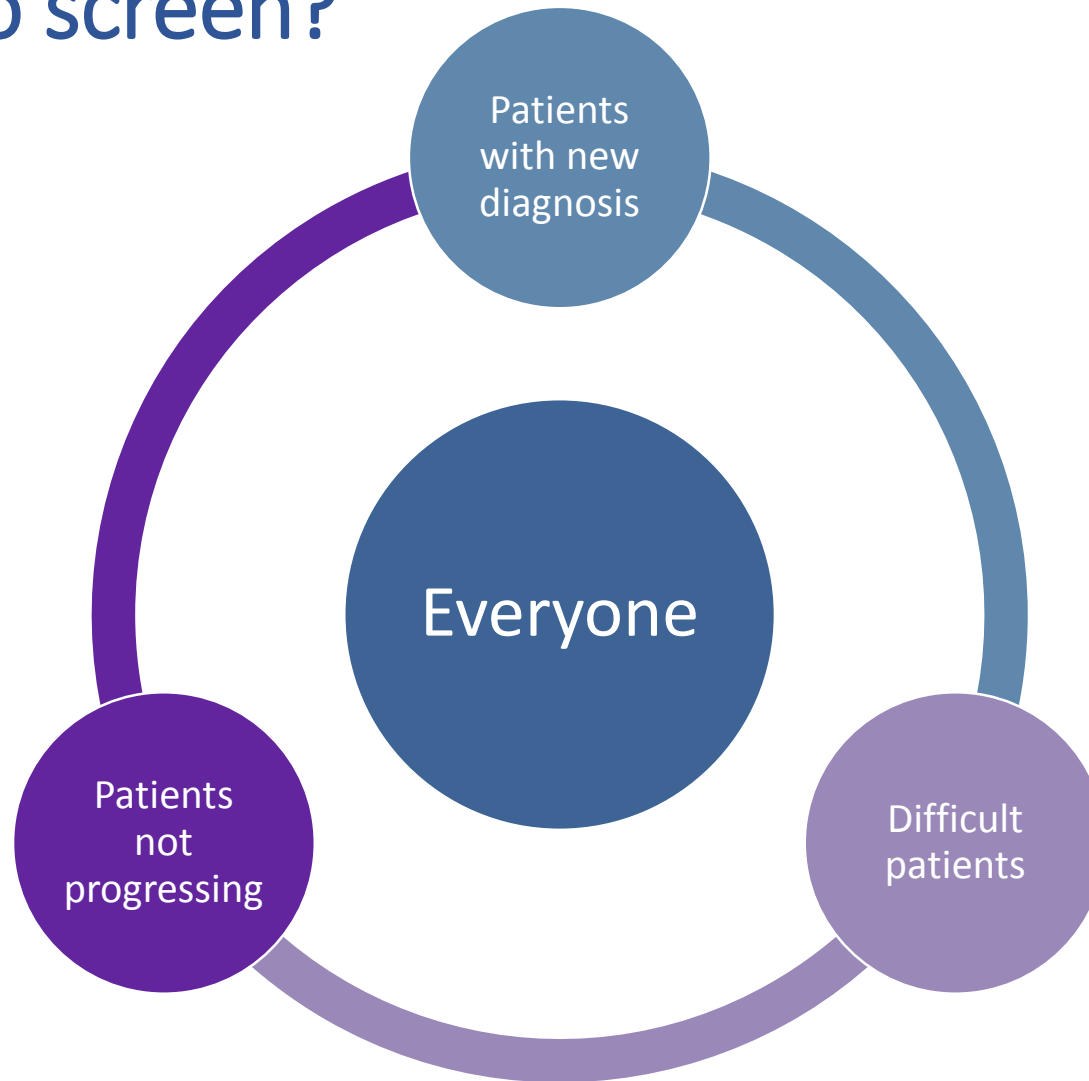
Assessments and Surveys.....

Just the Beginning

It's helpful to know gaps in activation and understanding – but, the benefit comes from closing the gaps.

- Gaps in health literacy for individuals
 - Work with patient/caregiver and care team
 - Identify educational resources to close gaps
 - Develop coaching approach
 - Set strategies for every member of the care team
- Common gaps in patient population – activation and literacy
 - Form planning team to work on interventions to close gaps
 - Engage patient and family advisors as part of the team
 - Use improvement cycles to test interventions – Plan Do Study Act (PDSA) or other tools
 - Deploy successful interventions throughout practice
 - Share best practices

Who to screen?

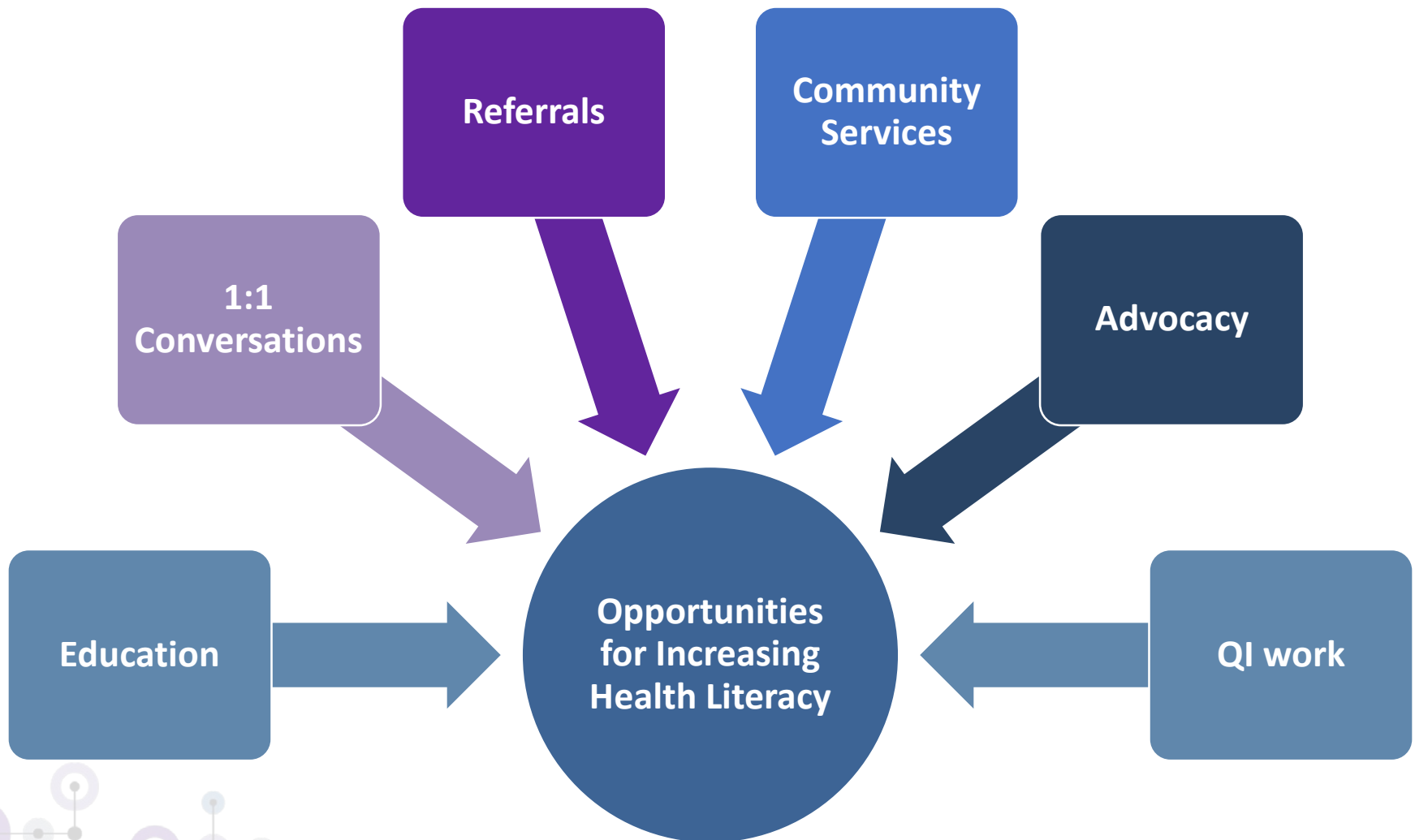


Who Does the Screening?



What to Do with the Information?

Hint: Have a Plan

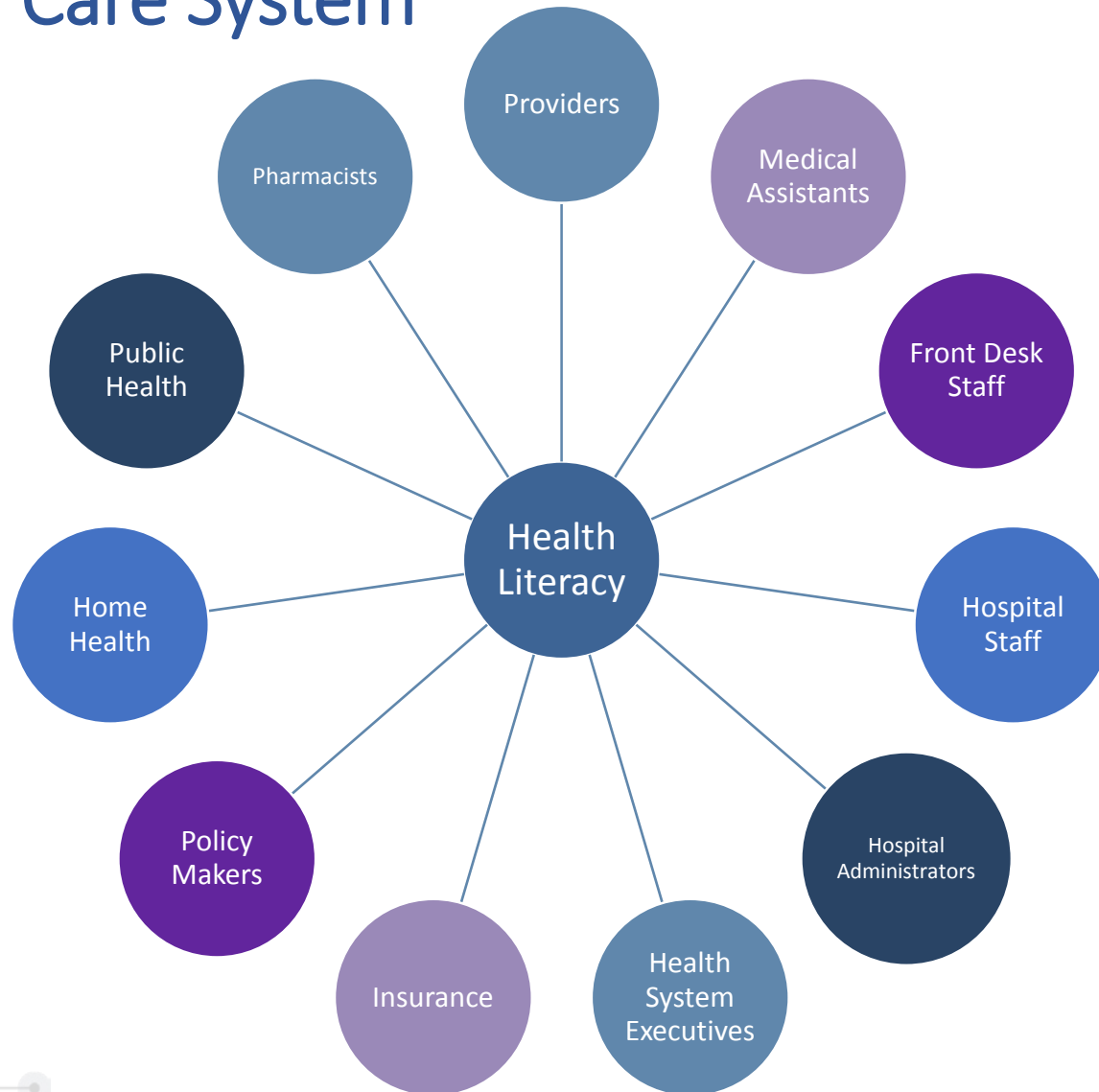


Using Health Literacy Concepts in Shared Decision Making

- Health literacy is foundational to shared decision making (SDM)
 - How patients become partners in their care
- Aspects to improve SDM take into account
 - Language spoken and written
 - Culture
 - Risks and benefits
 - Including Family members and caregivers
- Numerous decisions for patients to share
 - What next and how?



Shared Decision Making throughout the Health Care System



More Resources for Providers

Patient-Reported Outcomes Measurement Information System (PROMIS)

- www.healthmeasures.net/explore-measurement-systems/promis
- Enhance communication between clinicians and patients in research and clinic
- Relevant across all conditions for the assessment of symptoms and functions
- Translations available in Spanish and other languages

Health Confidence

- www.aafp.org/fpm/2014/0900/p8.html
- www.healthconfidence.org
- One question:
 - “How confident are you that you can control and manage most of your health problems?”
 - Responses can be a 4-point ordinal scale or 0-10 scale – thermometer

More Resources, cont.

Health Literacy Out Loud

- www.healthliteracyoutloud.com
- Podcasts – *Teach-Back (HLOL #129)*, *After Visit Summaries (HLOL #152)*, *Helping Teens Transition from Pediatrics to Adult-Centered Care (HLOL #132)*, *Health Literacy Screening Tools (HLOL #124)* and *Choosing Wisely: A Campaign Helping Patients be Engaged Consumers (HLOL #104)*

EthnoMed

- <https://ethnomed.org>
- Information about cultural beliefs, medical issues, and topics pertinent to the health care of immigrants



Thank You!

Questions?

