

IMPROVING HEALTH LITERACY

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ABSTRACT

Healthcare information can overwhelm even persons with advanced literacy skill especially in an unfamiliar setting and stressed by healthcare issues. To improve health literacy, it is necessary for healthcare providers and organizations to be health literacy competent and to apply that knowledge as healthcare information is presented to patients and families. The field of health literacy has proven the benefits of understandable instructions. Identifying methods to ensure information is understood is the logical next goal. Knowledge obtained from this project informs the process of improving communication and building health literacy skills for inter-professional providers and for patients/families.

PROJECT SITE AND TEAM

Academic-based Pediatric Infectious Diseases (Pedi ID) Clinic

- Limited hours Tues-Thurs AM
- 2 sites

Participants

- Pedi ID Team (8)
- Pedi ID Patients & families
- 169 Patient Encounters

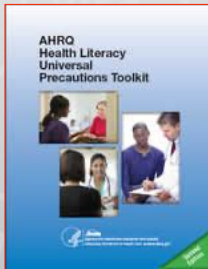
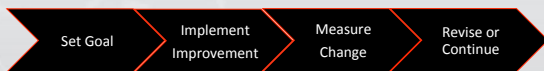
Health Literacy Team

- Physician-Content expert
- Pediatric Nurse Practitioner-Facilitator
- Clinic Nurse-Tactical Assistance

PURPOSE OF THE PROJECT

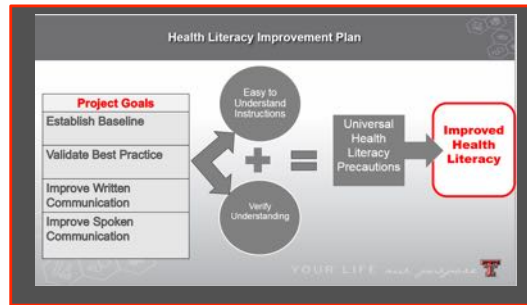
To improve the education of patients and families enabling them to understand and participate in their plan of care

FRAMEWORK

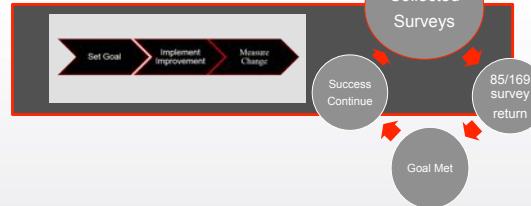


Agency for Healthcare Research and Quality (AHRQ) Health Literacy Universal Precautions Toolkit

- Evidence-based resource
- Provides tools and guidance
- Supports national standards



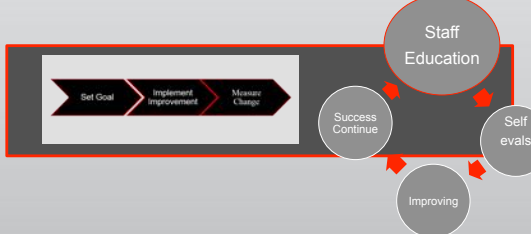
BASELINE ESTABLISHED



IMPROVING WRITTEN COMMUNICATION



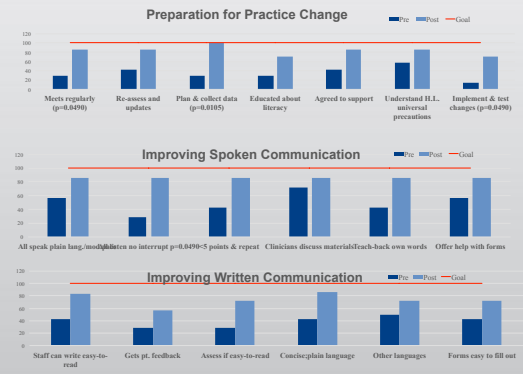
IMPROVING SPOKEN COMMUNICATION



RESULTS PRE/POST: PATIENT/FAMILY BRIEF FEEDBACK FORM

Change with statistical or clinical significance		Pre % Yes	Post % Yes	Chi Square P <0.05
2	Did this provider or staff member use medical words you did not understand?	26.92	7.27	Yes (p=0.0159)
8	Did this provider or staff member give you written information about how to take care of your health?	58	76	
8a	Did this provider or staff member explain or walk you through the written information that you were given?	84	97	
8b	Were these written instructions easy to understand?	84	97	
9a	Did this provider or staff member explain what the blood test, x-ray, or other test ordered was for?	84.2	97.6	So close! (p=0.0501)
No Change but Favorable to Current Practice		Pre % Yes	Post % Yes	Chi square P <0.05
1	Did this provider or staff member explain things in a way that was easy to understand?	100	100	
3	Was this provider or staff member warm and friendly?	100	100	
4	Did this provider or staff member listen carefully to you?	100	100	
5	Did this provider or staff member encourage you to ask questions?	96	100	
6a	Did this provider or staff member give you instructions about what to do to take care of this illness or health condition?	100	98	
6b	Were instructions about what to do to take care of this illness or health condition easy to understand?	100	100	
10	Were the clinic forms today easy to fill-out?	100	100	
No Change Consider Improvement Cycles		Pre % Yes	Post % Yes	Chi Square P <0.05
6c	Did this provider or staff member ask you to describe how you were going to follow these instructions?	91.6	84	No
7	Did this provider or staff member use pictures, drawings, models, or videos to explain?	47	49	No

GAP ANALYSIS PRE/POST: PEDI ID TEAM



REFERENCE LIST PER HANDOUT