

Health Literacy

Helping Your Patients Understand
Their Health Care



THE ONTARIO
TRILLIUM
FOUNDATION



LA FONDATION
TRILLIUM
DE L'ONTARIO



"EACH ONE TEACH ONE"

North Bay Regional
Health Centre



Centre régional
de santé de North Bay



Learning Objectives

- A) provide you with a better understanding of health literacy;
- B) identify cues when your patient is not understanding information you are providing them (low health literacy);
- C) identify how health literacy impacts your patient outcomes; and
- D) provide you with evidence-based strategies that will improve your patient's health literacy.



SECTION 1

Introducing Health Literacy

- A) Define Health Literacy
- B) Identify the prevalence of low health literacy in Nipissing District
- C) List cues for recognizing patients with low health literacy



What is Health Literacy?

Health literacy is defined as the patient's capacity to:

- obtain, process, understand basic health information and services
- make appropriate health decisions
- access and navigate throughout the health care system



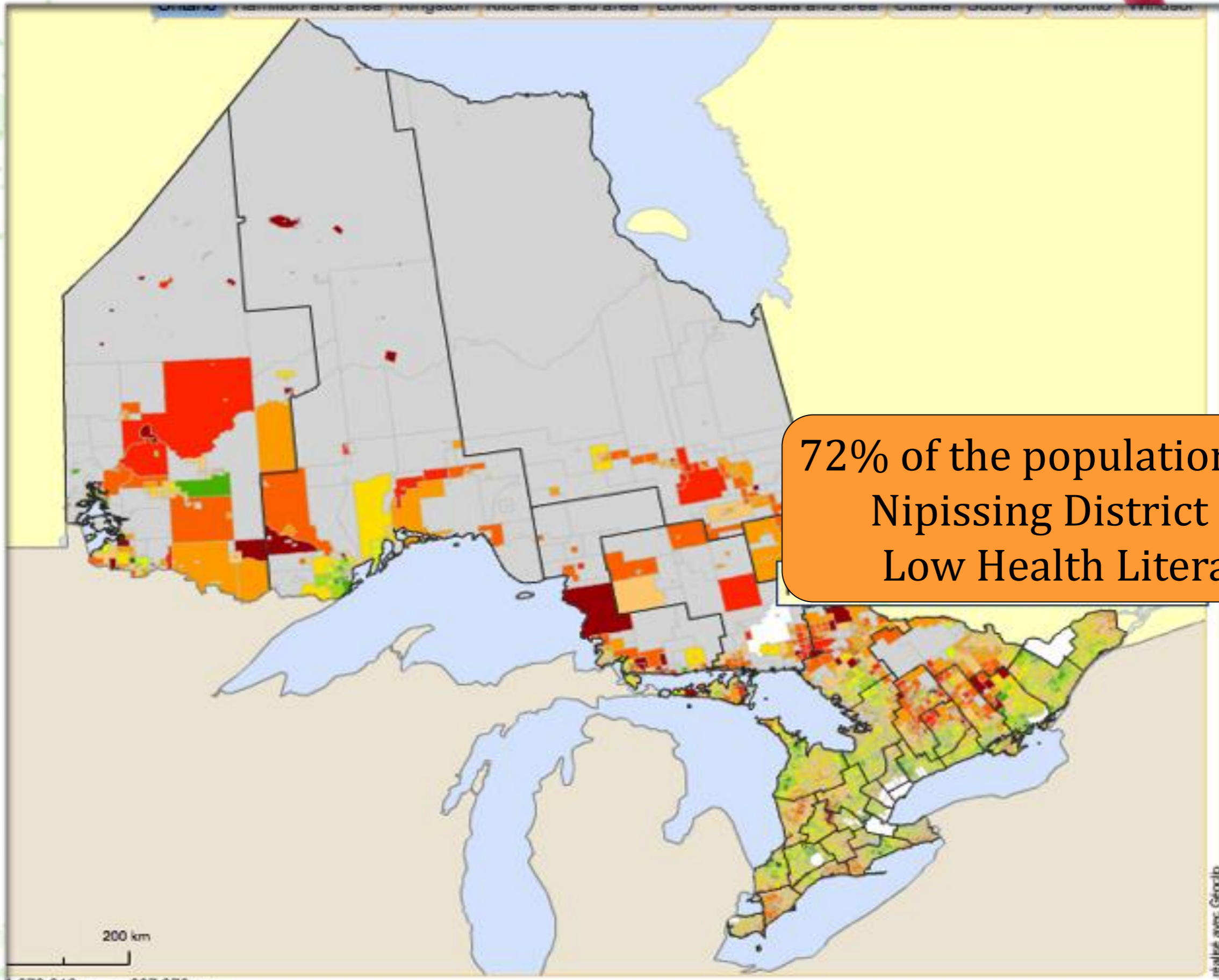
What are the Statistics?

60% of Canadians...

- do not have the necessary skills to access health care
- 2.5 X more likely to report being in low health
- ~72% of individuals in the Nipissing District are below a level 2 health literacy level



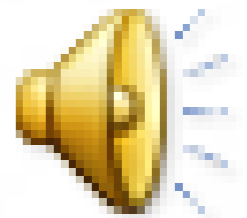
72% of the population in the Nipissing District has Low Health Literacy



RED FLAGS

Identifying Patients with Low Health Literacy

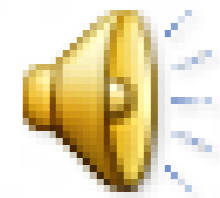
- Frequently missed appointments
- Incomplete forms
- Non-compliance with medications
- Inability to name / explain medication purpose and or dosage
- Identifying pills by look, not name
- Unable to give coherent (clear) history
- Asks only a few questions
- Lack of follow through on tests or referrals



SECTION 2

Improving Patient Understanding

- A) Identify 4 teaching strategies you can implement that will help improve patients understanding;
- B) Describe the 4 steps of the Teach Back Method; and
- C) Describe ways in which you can confirm patient understanding.

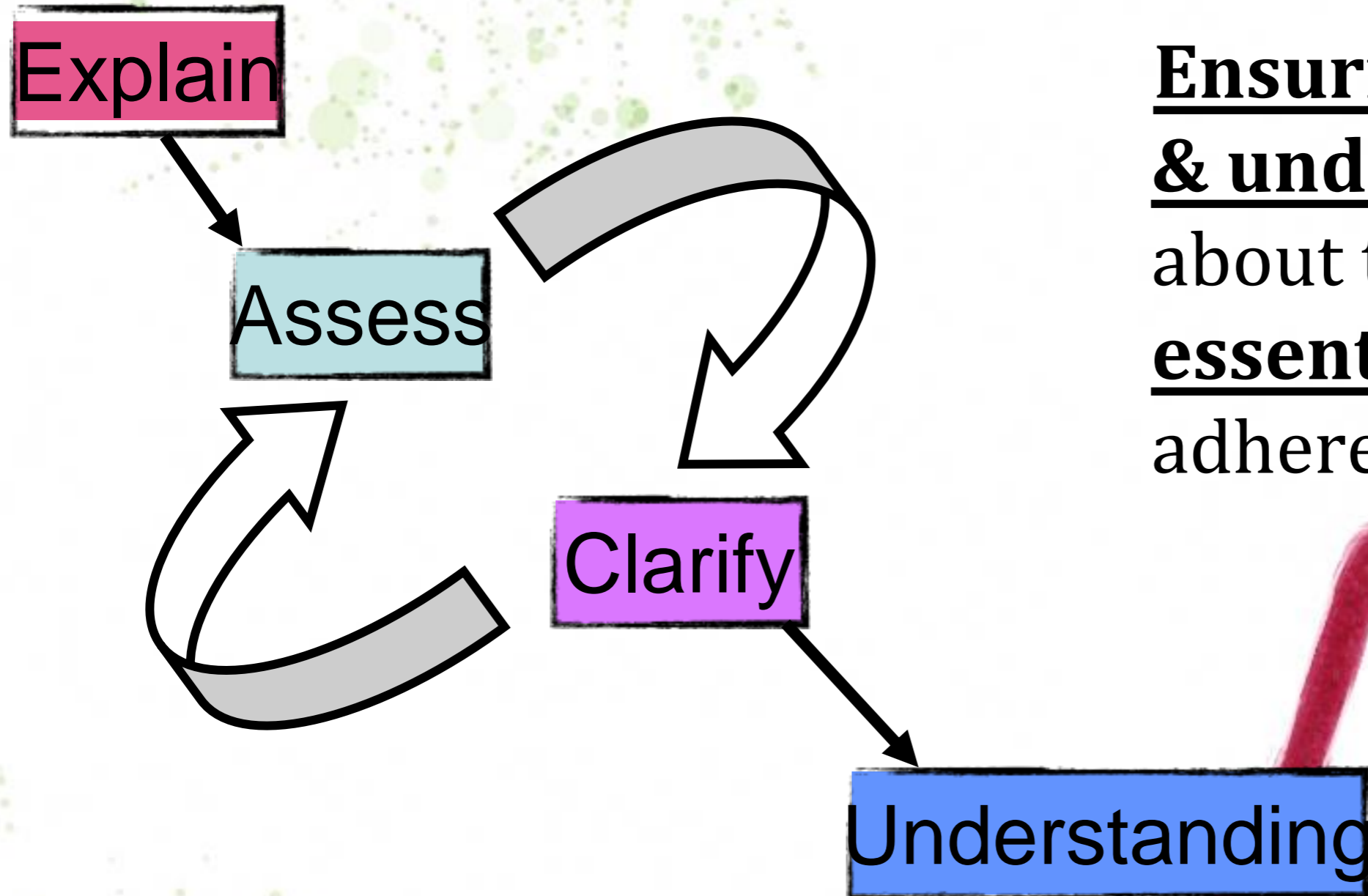


4 Strategies to Improve Patient Understanding

- Implement the teach back method
- Have the patient demonstrate the skill
- Provide clearly written materials
- Draw diagrams/pictures



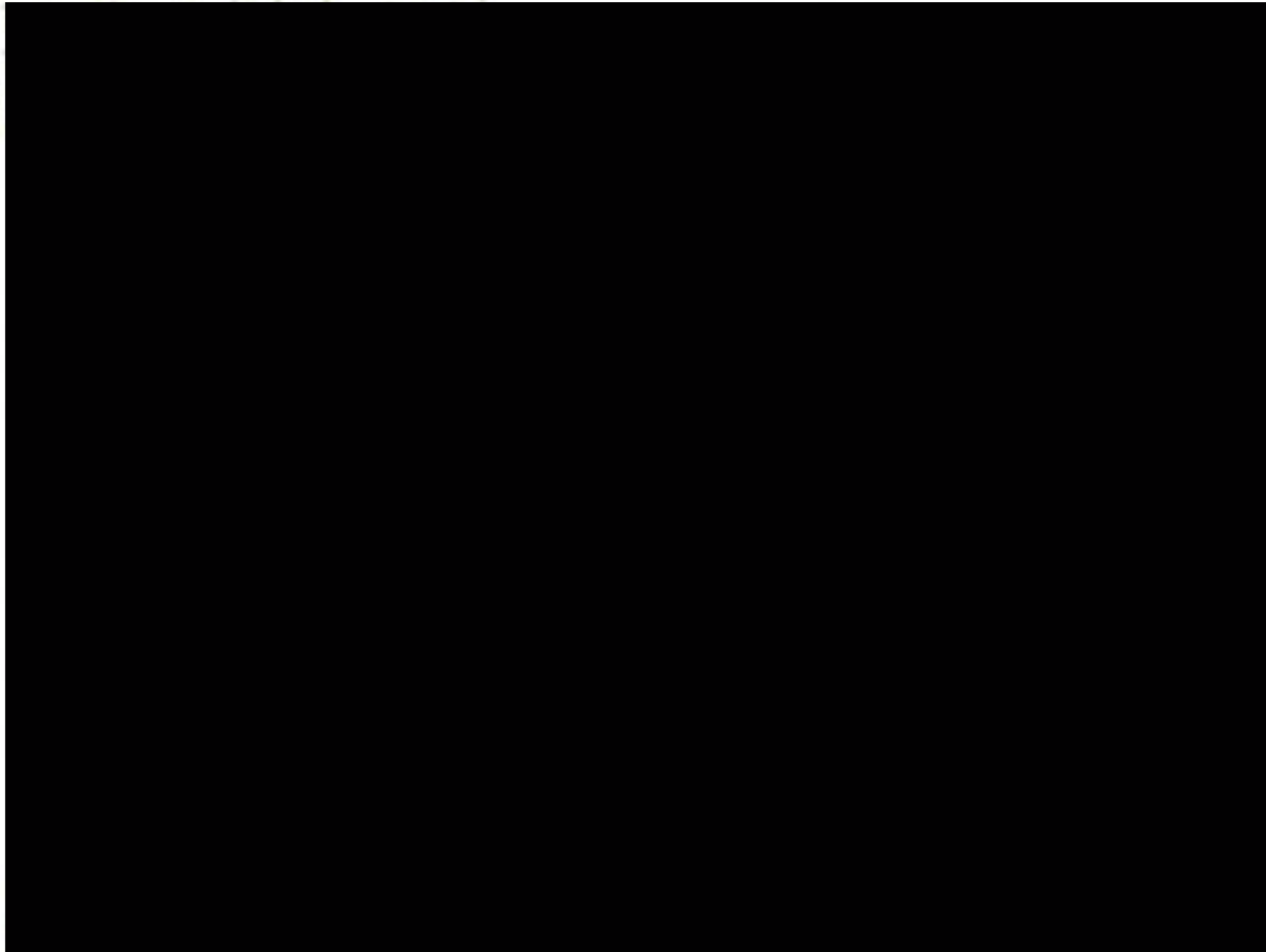
The Teach Back Method



Ensuring agreement & understanding
about the care plan **is essential** to achieving adherence



Video Demonstration



Time to reflect...

What are some of *your*
experiences?

...as a patient, a friend,
or a family member



Confirm patient understanding

DO SAY...

- ✓ “Tell me what you’ve understood.”
- ✓ “I want to make sure I explained your medications clearly...”
- ✓ “Can you tell me how you will take your medication.”

DO NOT SAY:

- ✗ “do you understand?”
- ✗ “do you have any questions?”



Confirm patient understanding

Written materials alone will not adequately inform patients

- Use only key messages with accompanying pamphlets
- Use pictures and demonstrations that will be most helpful to patients



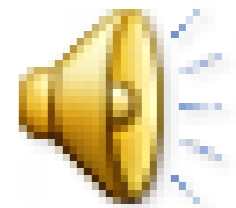
Individualize it!

Studies show that a patient is more likely to read information if health care practitioners add their name at the top of the handout



7 TIPS for Health Care Providers

- Use plain language
- Limit amount of information
- Use specific and concrete teaching
- Demonstrate and use pictures
- Repeat and summarize information
- Use the “teach back method”
- Be positive



SECTION 3

Patient Benefits

A) Identify how the patient benefits from using the techniques described earlier.



How does your patient benefit?

- Improved patient satisfaction
- Increased quality of life
- Increased treatment compliance
- Decreased emergency room visits
- Decreased re-admissions



Remember...

Patients have the right to understand health care information that is necessary to safely care for themselves!



Section 4

Patient Strategies

A) List 3 questions you should be encouraging your patients to seek answers to.



Ask Me 3

The **Ask Me 3** campaign promotes adults to ask these main questions:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?



Section 4

Patient Strategies

A) List 3 questions you should be encouraging your patients to seek answers to.



Ask Me 3

The **Ask Me 3** campaign promotes adults to ask these main questions:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

