

OREGON PRIMARY CARE ASSOCIATION

HEALTH LITERACY THINKING

Not just for a few

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What does this mean?

'Any reference to a specific statute include any statutory extension or modification amendment or re-enactment of such statute and any regulations or orders made under such statute and any general reference to "statute" or "statutes" include any regulations or orders made under such statute or statutes.'

(From Schedule 1 to other Income Tax (Construction Industry Scheme) Regulations)

Health Literacy

- The degree to which individuals have the capacity to obtain, process and understand basic health information and services needed to make appropriate health decisions



What that really means....

- Find what I need
- Understand what I find
- Use what I find to meet my needs
- Navigate the next steps to pursue my needs

Why?

- Enhances patient engagement
- Leads to a longer life
- Improves quality of life
- Reduces chronic disease
- Creates powerful consumers
- Saves money
- It's the right thing to do

How?

- Use Plain language, in speech and in writing
 - ▣ Avoid jargon whenever possible
 - ▣ Write clearly, concisely, and at an appropriate grade level
- Use the 'teach-back' method
 - ▣ Check for understanding by having patients repeat instructions back to the provider

More how

- Use pictures on enrollment area and on any instructions
- Short sentences
- One to two syllable words
- White space
- Give paper for use
- And, again, teach back
- <http://www.youtube.com/watch?v=IKxjmpD7vfY>

Ask for written material.



How to get the most out of your visit at CHP



Bring a friend or family member to your appointments

Rate your understanding, confidence and commitment



Take notes while your provider talks



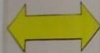
Reflect back what you hear your provider say



Bring your medications in and go over them together

WE Care about YOU and Your PRIORITIES. WE are a TEAM!

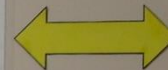
What is happening with you today?



What are your HEALTH GOALS in the future?



We can share What WE know about staying healthy...



Combining your concerns and our expertise... What are your plans?



September

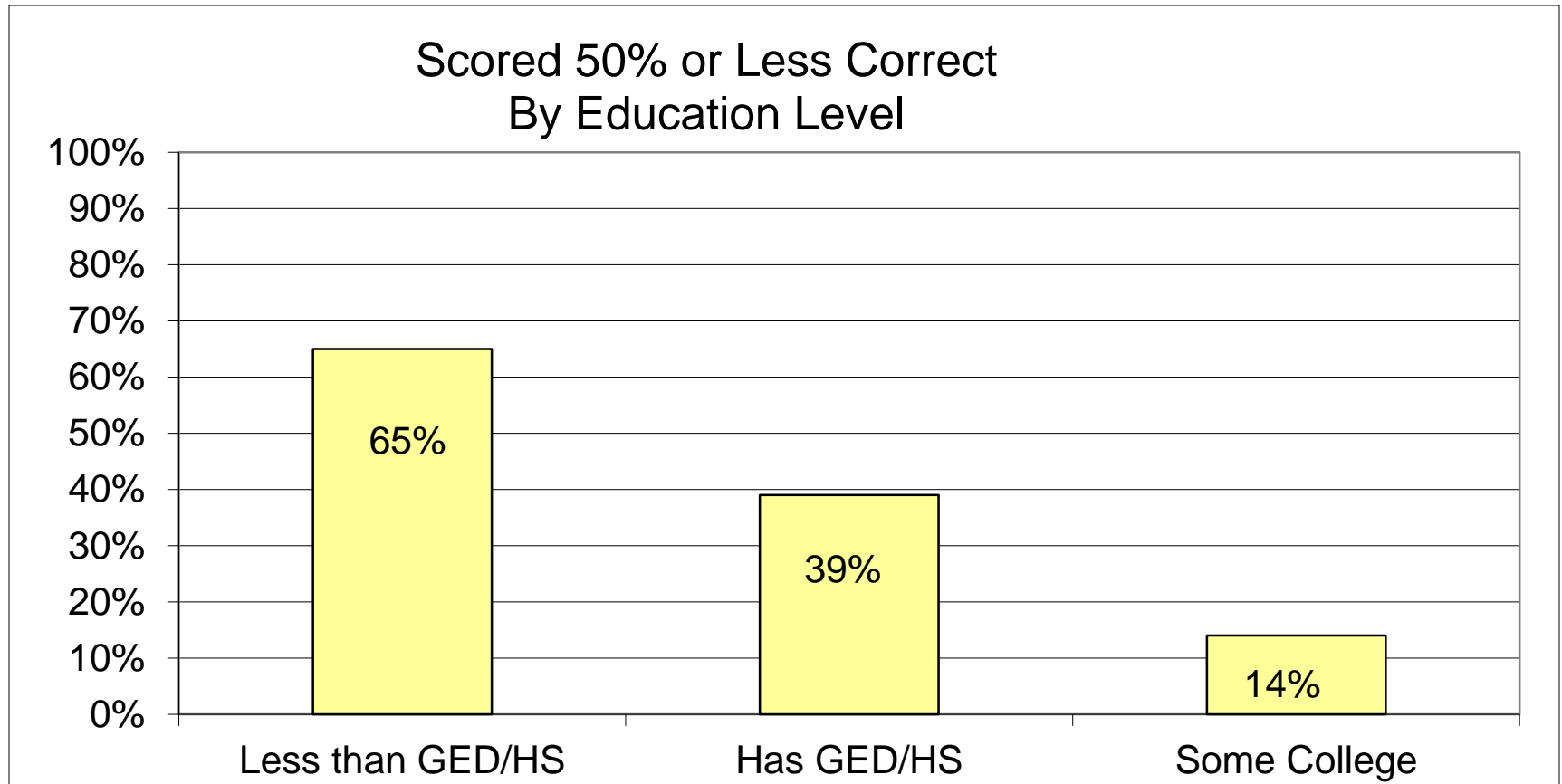




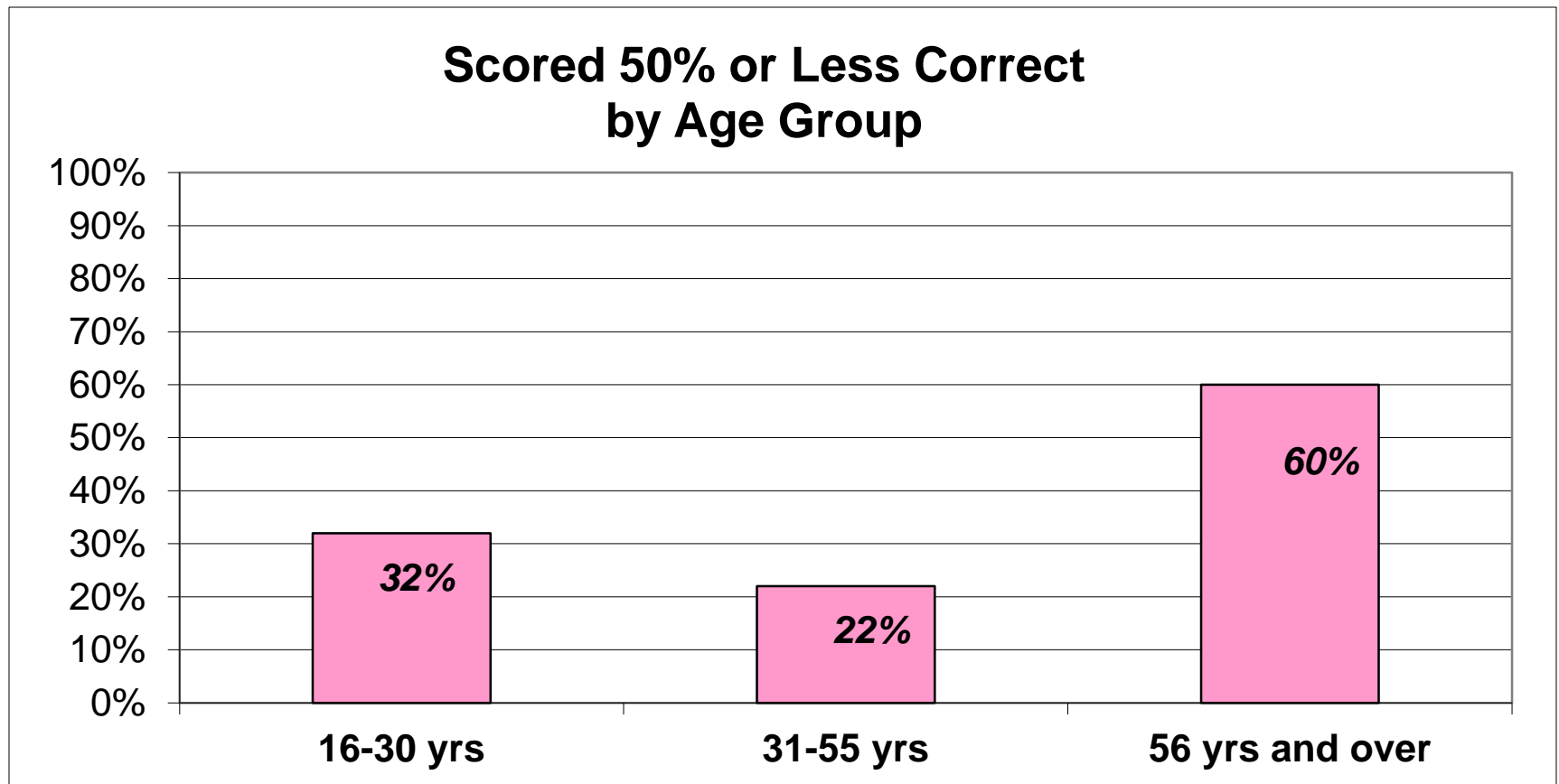
Scoring

- Score of 0-1 suggests high likelihood of limited literacy
- Score of 2-3 indicates the possibility of limited literacy
- Score of 4-6 almost always indicates adequate literacy

Scores by Education



Scores by Age



Numeracy Skills

- Capacity to identify and understand the role that mathematics plays in the world, to make well-founded judgments
 - Examples
- Insurance enrollment
 - LIKELIHOOD that those who are currently uninsured will be challenged by the forms, on-line registration, and numbers
 - 60% of people will struggle!
 - **Let's not let them...**

Questions?

And ONE QUESTION to use:

Do you like to have a family member or friend help you fill out health forms?