

AN OVERVIEW OF HEALTH LITERACY FOR CASE MANAGERS

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OBJECTIVES

1. Name the factors that affect health literacy.
2. Demonstrate how to quickly assess for low health literacy.
3. Identify ways to improve communication for patients with low health literacy.



WHY IS HEALTH LITERACY IMPORTANT?

- People make choices about their health every day:
 - What to eat
 - When to see a doctor
 - Whether or not to take a medication
 - Whether or not to smoke
- To stay healthy, people must:
 - Know how to read labels on food and medicine
 - Locate the nearest health center
 - Identify and report symptoms to health professionals
 - Understand insurance paperwork
 - Pay medical bills
- Where do people learn these skills and how to manage these tasks?



EXPERIENCE WITH HEALTH LITERACY ISSUES?

- Patients?
- Self?



VIDEO

<https://www.youtube.com/watch?v=ubPkdpGHWAQ>



"You've come down with a viral video."

PLEASE READ...

GNINAECL – Ot erussa hgiH ecnamrofreP,
yllacidoireP naelc eht epat sdaeh dna natSpac
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tnegreted, lliw pleh evomer esaerg
ro lio.



HOW DOES IT FEEL?

CLEANING - to assure high performance periodically clean the tape heads and capstan whenever you notice an accumulation of dust and brown-red oxide particles. Use a cotton swab moistened with isopropyl alcohol. Be sure no alcohol touches the rubber parts, as it tends to dry and eventually crack the rubber. Use a damp cloth or sponge to clean the cabinet. A mild soap, like dishwashing detergent, will help remove grease or oil.

PLEASE READ....

In tson sesac, heart evlav tnemecalper is an nepo traeh operation. This snaem that eht noegrus nepos your tsehc and heart to evomer the degamade evlav. The new citehtsorp evlav is then sewn into ecalp. In some esacs, the valve can be decalper without gninepo the chest. Called yllamninnm evisavni surgery, the degamade evlav is rdecalper through a small noisicni near the "enobtsaerb" or under your thgir chest elcsum.

WHAT WAS IT LIKE?

In most cases, heart valve replacement is an open heart operation. This means that the surgeon opens your chest and heart to remove the damaged valve. The new prosthetic valve is then sewn into place. In some cases, the valve can be replaced without opening the chest. Called minimally invasive surgery, the damaged valve is replaced through a small incision near the "breastbone" or under your right chest muscle.

QUANTITATIVE EXAMPLE



GARFIELD, Robert M. 16 Feb 2013

Dr. LUBIN, Michael

DOXYCYCLINE 100 MG

Take one tablet on an empty stomach one hour before a meal or two to three hours after a meal unless otherwise directed by your doctor.

HEALTH LITERACY

“Degree to which individuals have the capacity to obtain, process, and understand basic information and services needed to make appropriate decisions regarding their health.”

IOM Definition



2003 NATIONAL ASSESSMENT OF ADULT LITERACY

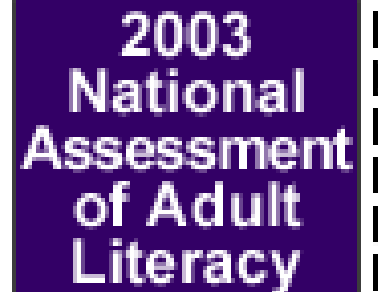
3 Literacy Categories

- Prose
- Document
- Quantitative

4 Proficiency Levels

- Below Basic
- Basic
- Intermediate
- Proficient

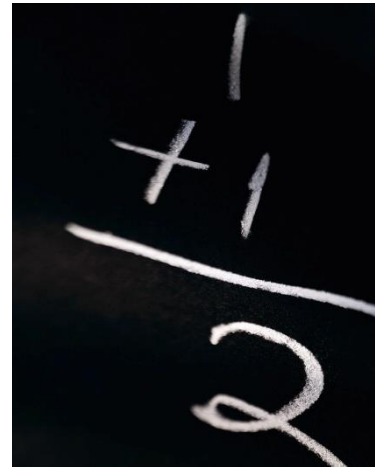
19,000 US adults; ≥ 16 years;
residing in households or prisons

The logo for the 2003 National Assessment of Adult Literacy. It features a central purple rectangle with the text "2003 National Assessment of Adult Literacy" in white. This rectangle is flanked by two vertical black bars, each containing five white squares.

2003
National
Assessment
of Adult
Literacy

WHAT IS LITERACY?

- Prose Literacy
- Document literacy
- Quantitative Literacy



MEASURING HEALTH LITERACY

Tasks used to measure health literacy were organized around three domains:

- Clinical: Filling out a patient form
- Prevention: Following guidelines for age-appropriate preventive health services
- Navigation of the healthcare system: Understanding what a health insurance plan will pay for

MEASURING HEALTH LITERACY

Proficient: Can perform complex and challenging literacy activities.

Intermediate: Can perform moderately challenging literacy activities.

Basic: Can perform simple everyday literacy activities.

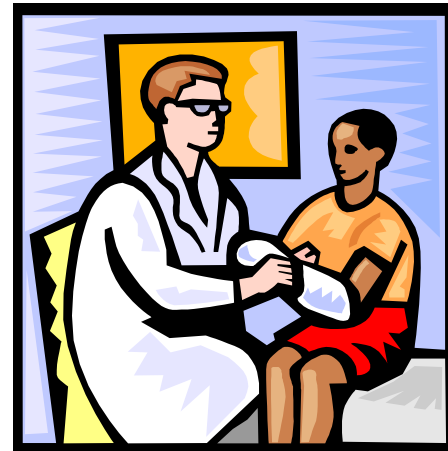
Below Basic: Can perform no more than the most simple and concrete literacy activities.

BELOW BASIC HEALTH LITERACY SKILLS

Sample Task:

Circle the date of a medical appointment on a hospital appointment slip.

Identify what it is permissible to drink before a medical test, based on a set of short instructions.



BASIC HEALTH LITERACY SKILLS

Sample Task:

Give 2 reasons a person with no symptoms of a specific disease should be tested for the disease, based on information in a clearly written pamphlet.

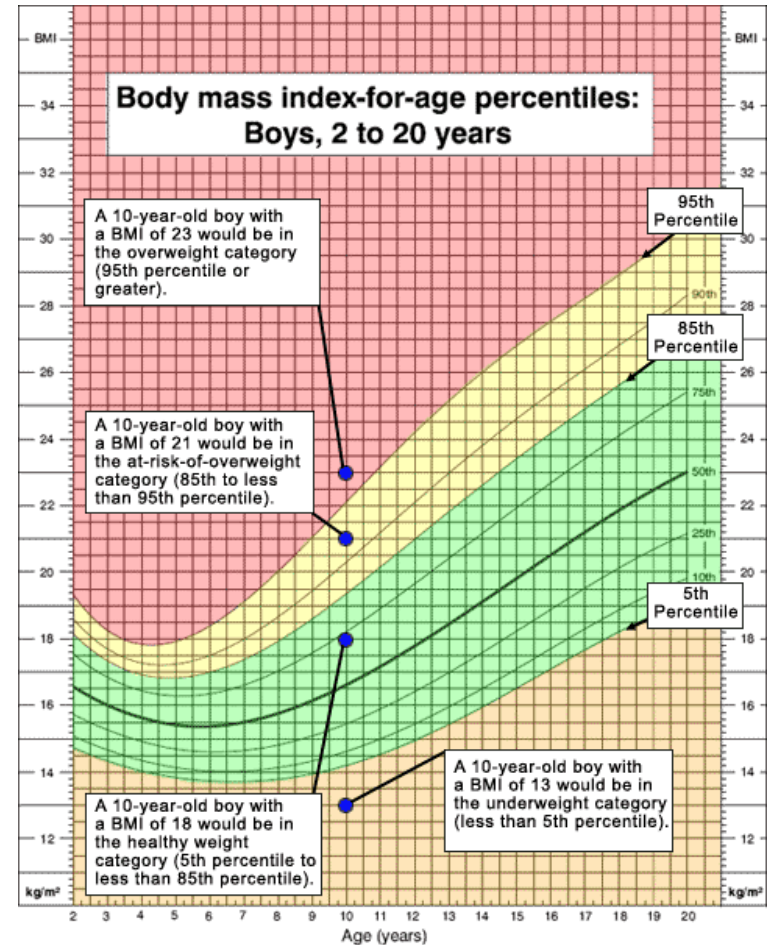


INTERMEDIATE HEALTH LITERACY SKILLS

Sample Task:

Identify three substances that may interact with an over-the-counter drug to cause a side effect, using information on the over-the-counter drug label.

Determine healthy weight range for a person of a specified height, based on a graph that relates height and weight to body mass index (BMI).



PROFICIENT HEALTH LITERACY SKILLS

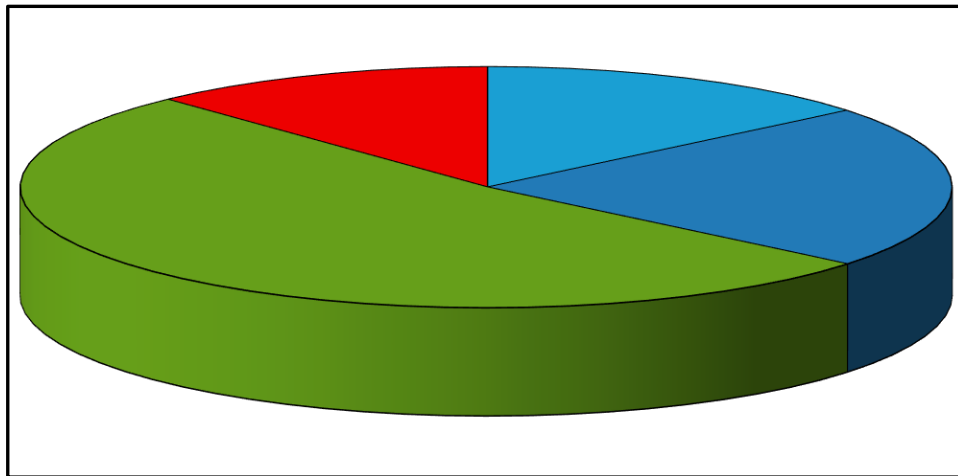
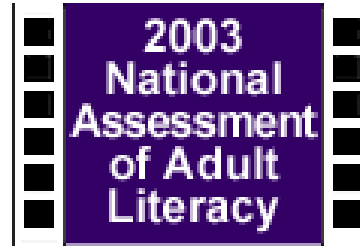


Sample Task:

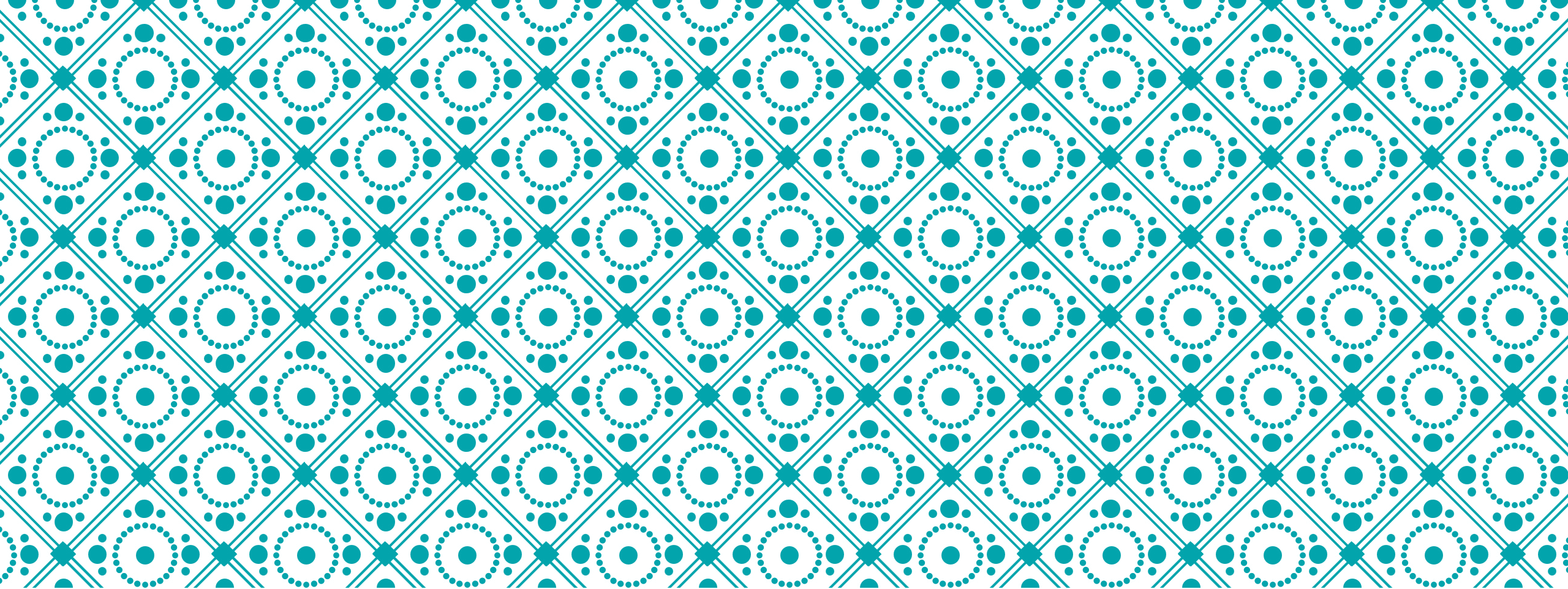
Calculate an employee's share of health insurance costs for a year, using a table that shows how the employee's monthly cost values depending on income and family size.

Evaluate information to determine which legal document is applicable to a specific health care situation.

HEALTH LITERACY SKILLS

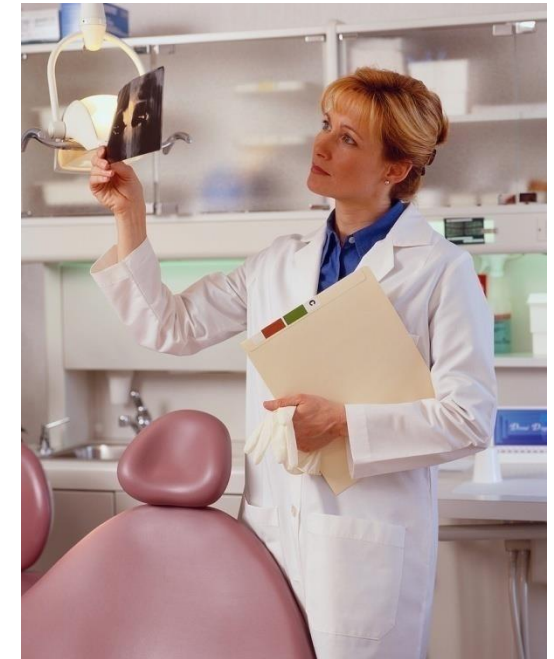


- Below Basic
- Basic
- Intermediate
- Proficient



FACTORS THAT AFFECT HEALTH LITERACY

WHAT FACTORS AFFECT HEALTH LITERACY?



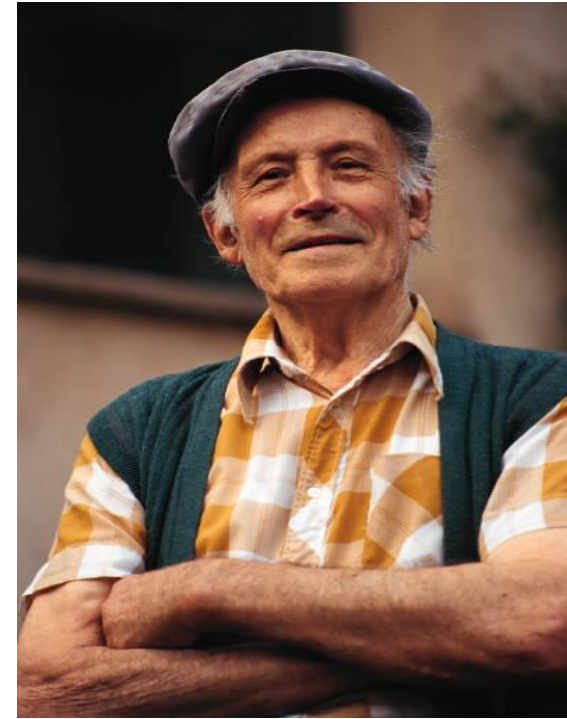
RESULTS: GENDER

Women had higher average health literacy than men.



RESULTS: ETHNICITY

Hispanic adults had lower average health literacy than adults in any other racial/ethnic group.



NAAL HEALTH LITERACY ASSESSMENT RE: ETHNICITY

Basic and Below Basic Health Literacy:

- Entire population 36%
- White 28%
- Native Americans 48%
- Blacks 58%
- Hispanics 66%



RESULTS: AGE



RESULTS: EDUCATION

Average health literacy increased with each higher level of educational attainment.



INADEQUATE HEALTH LITERACY: OUTCOMES

Basic and Below Basic by Self-reported health status:

▪Excellent	25%
▪Very Good	28%
▪Good	43%
▪Fair	63%
▪Poor	69%



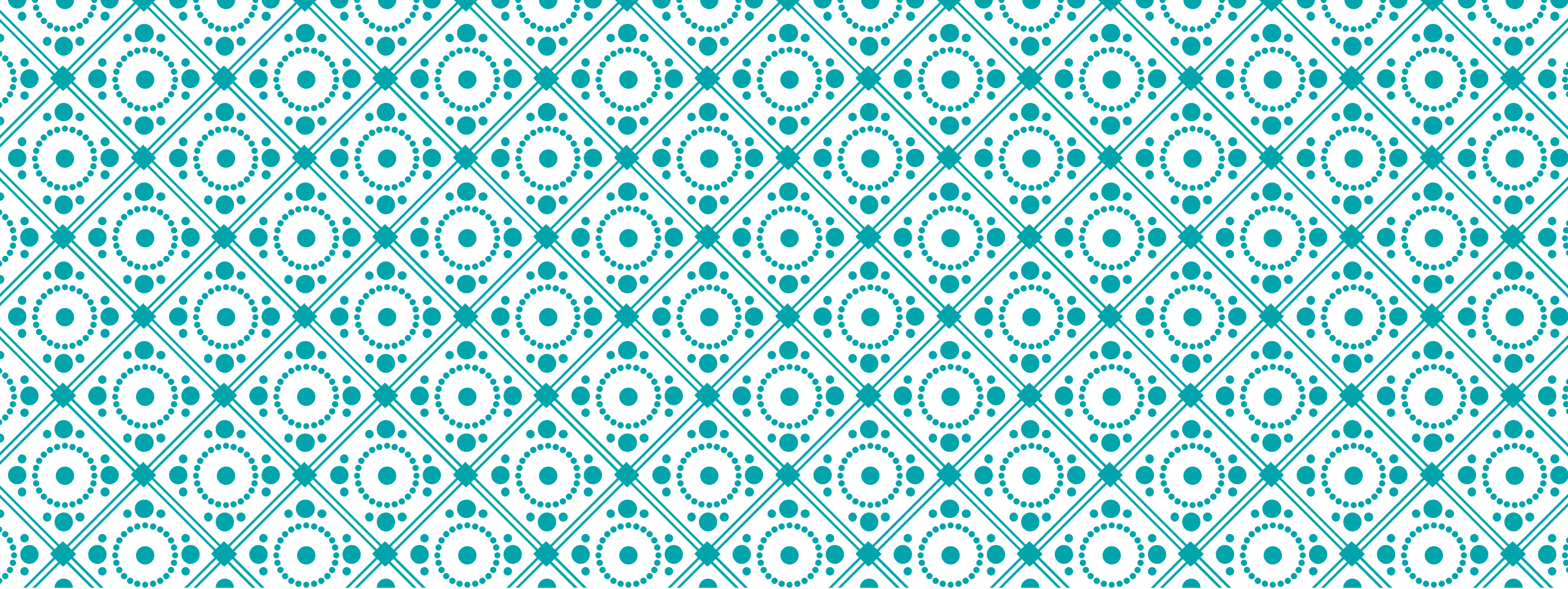
INADEQUATE HEALTH LITERACY: OUTCOMES

Persons with limited health literacy skills have:

- Higher utilization of treatment services
 - Hospitalization
 - Emergency services
- Lower utilization of preventive services



Higher utilization of treatment services results in higher healthcare costs.



ASSESSMENT FOR LOW HEALTH LITERACY

INFORMAL ASSESSMENTS

Patients at higher risk of low health literacy may:

- Frequently miss appointments
- Fail to complete registration forms
- Be unable to name medications or explain their purpose or dosing
- Identify pills by looking at them, not reading label
- Be unable to give coherent, sequential medical history
- Show lack of follow-through on tests or referrals
- Repeatedly use statements such as "I forgot my reading glasses," "I'll read through this when I get home," or "I'm too tired to read," when asked to discuss written material.



QUESTIONS TO ASK

- Medical terms are complicated and many people find them difficult to understand. Do you ever get help from others in reading prescription labels, completing insurance forms, or using health materials?
- A lot of people have trouble reading and remembering health information because it is difficult. Is this ever a problem for you?
- What do you like to read? (Newspapers are generally at 10th-grade reading level and news magazines are at the 12th-grade level). What do you rely on most to learn about health issues? Everyone has a unique source. TV? Radio? Internet? Friends and family?

FORMAL ASSESSMENTS

3 common tools used by organizations to identify individuals with low health literacy (assesses their word recognition and reading comprehension):

- **REALM/D (Rapid Assessment of Adult Literacy in Medicine/Dentistry):** Measures ability to read common medical words.
- **SAHLSA (Short Assessment of Health Literacy for Spanish-speaking Adults):** Form of the REALM for adults who speak Spanish as a primary language.
- **TOFHLA (Test of Functional Health Literacy in Adults):** Measures reading and numeracy using common medical scenarios and materials. Assigns *inadequate*, *marginal*, or *adequate* health literacy scores to users.

NEWEST VITAL SIGN

This information is on the back of a container of a pint of ice cream.

1. If you eat the entire container, how many calories will you eat?

Answer: 1,000 is the only correct answer

2. If you are allowed to eat 60 grams of carbohydrates as a snack, how much ice cream could you have?

Answer: Any of the following is correct: 1 cup (or any amount up to 1 cup), half the container. Note: If patient answers "two servings," ask "How much ice cream would that be if you were to measure it into a bowl?"

3. Your doctor advises you to reduce the amount of saturated fat in your diet.

You usually have 42 g of saturated fat each day, which includes one serving of ice cream. If you stop

eating ice cream, how many grams of saturated fat would you be consuming each day?

Answer: 33 is the only correct answer

4. If you usually eat 2,500 calories in a day, what percentage of your daily value of calories will you be eating if you eat one serving?

Answer: 10% is the only correct answer

Pretend that you are allergic to the following substances: penicillin, peanuts, latex gloves, and bee stings.

5. Is it safe for you to eat this ice cream?

Answer: No

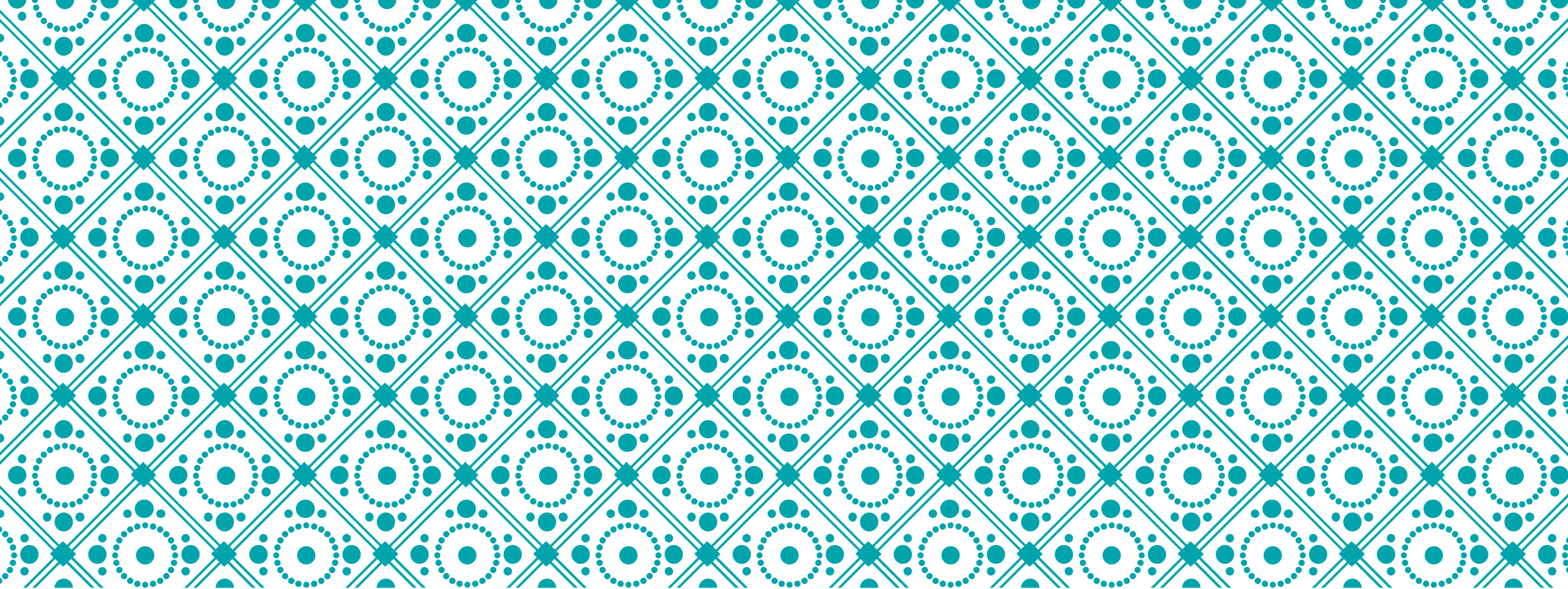
6. Ask only if the patient responds "no" to question 5): Why not?

Answer: Because it has peanut oil.

Nutrition Facts			
Serving Size		½ cup	
Servings per container		4	
Amount per serving			
Calories	250	Fat Cal	120
			%DV
Total Fat 13g		20%	
Sat Fat 9g		40%	
Cholesterol 28mg		12%	
Sodium 55mg		2%	
Total Carbohydrate 30g		12%	
Dietary Fiber 2g			
Sugars 23g			
Protein 4g		8%	

*Percentage Daily Values (DV) are based on a 2,000 calorie diet. Your daily values may be higher or lower depending on your calorie needs.

Ingredients: Cream, Skim Milk, Liquid Sugar, Water, Egg Yolks, Brown Sugar, Milkfat, Peanut Oil, Sugar, Butter, Salt, Carrageenan, Vanilla Extract.



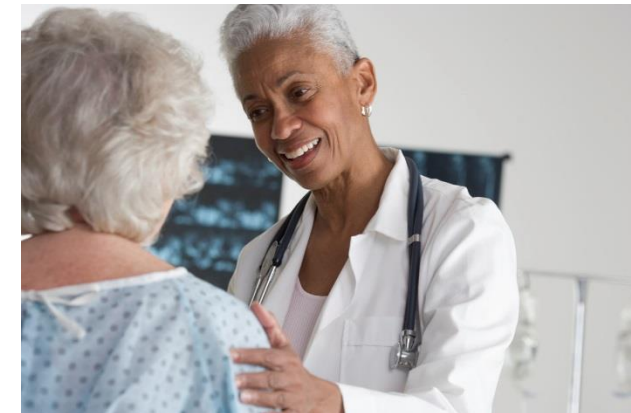
IMPROVING COMMUNICATION FOR PATIENTS WITH LOW HEALTH LITERACY



IMPROVING ORAL COMMUNICATION



- Health information that is delivered in a clear, engaging, and personally relevant manner can promote understanding, action, and self-empowerment, no matter the literacy level of the recipient.
- Use the following strategies to promote health literacy:
 - Create a safe and respectful environment
 - Use speech that is easy to understand
 - Keep the individual engaged in conversation
 - Confirm patient understanding



IMPROVING PRINT COMMUNICATION

- Adhering to the following principles will help:
 1. Plain and clear language is used and content is relevant to the audience.
 2. Ideas are clearly organized.
 3. Layout and design facilitate reading and comprehension.

CONCLUSION

1. Be aware of what factors a person may have that could possibly affect their health literacy.
2. Take the time to assess each person you encounter and tailor your education and communication to fit their unique needs.
3. Know that you might be the only health professional taking this extra step to help them. Low health literacy might be the missing puzzle piece needed for moving toward better health.



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