



Health Literacy—Improving the Health and Well-Being of Americans

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OBJECTIVES

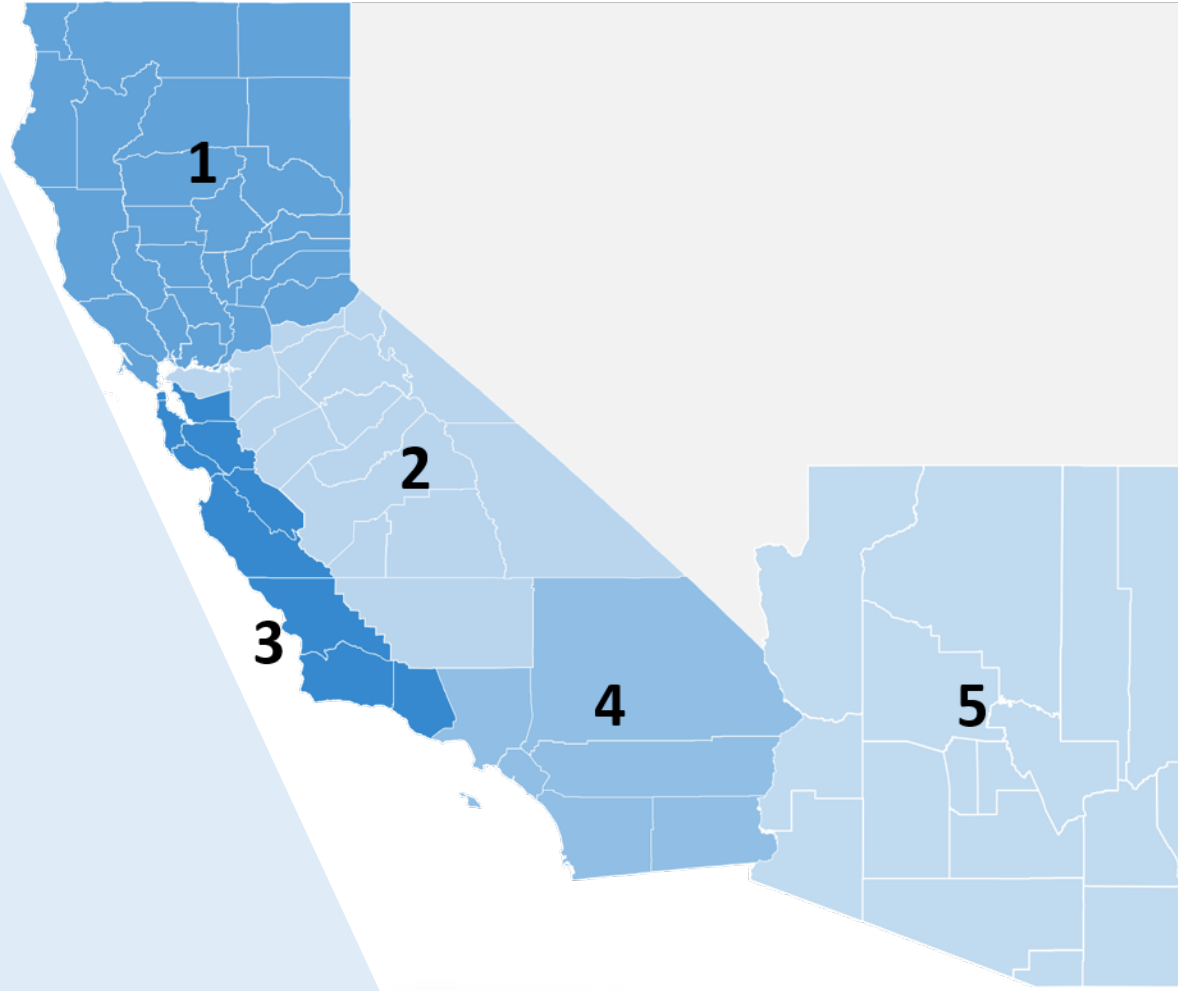
- Define health literacy as a tool for effective healthcare communication.
- Discuss how to assess health literacy levels.
- Identify tools and strategies to address health literacy.



Poll Question

In what region do you live or work?

1. Northern California
2. Central Valley
3. Central Coast
4. Southern California
5. Arizona
6. None of the above

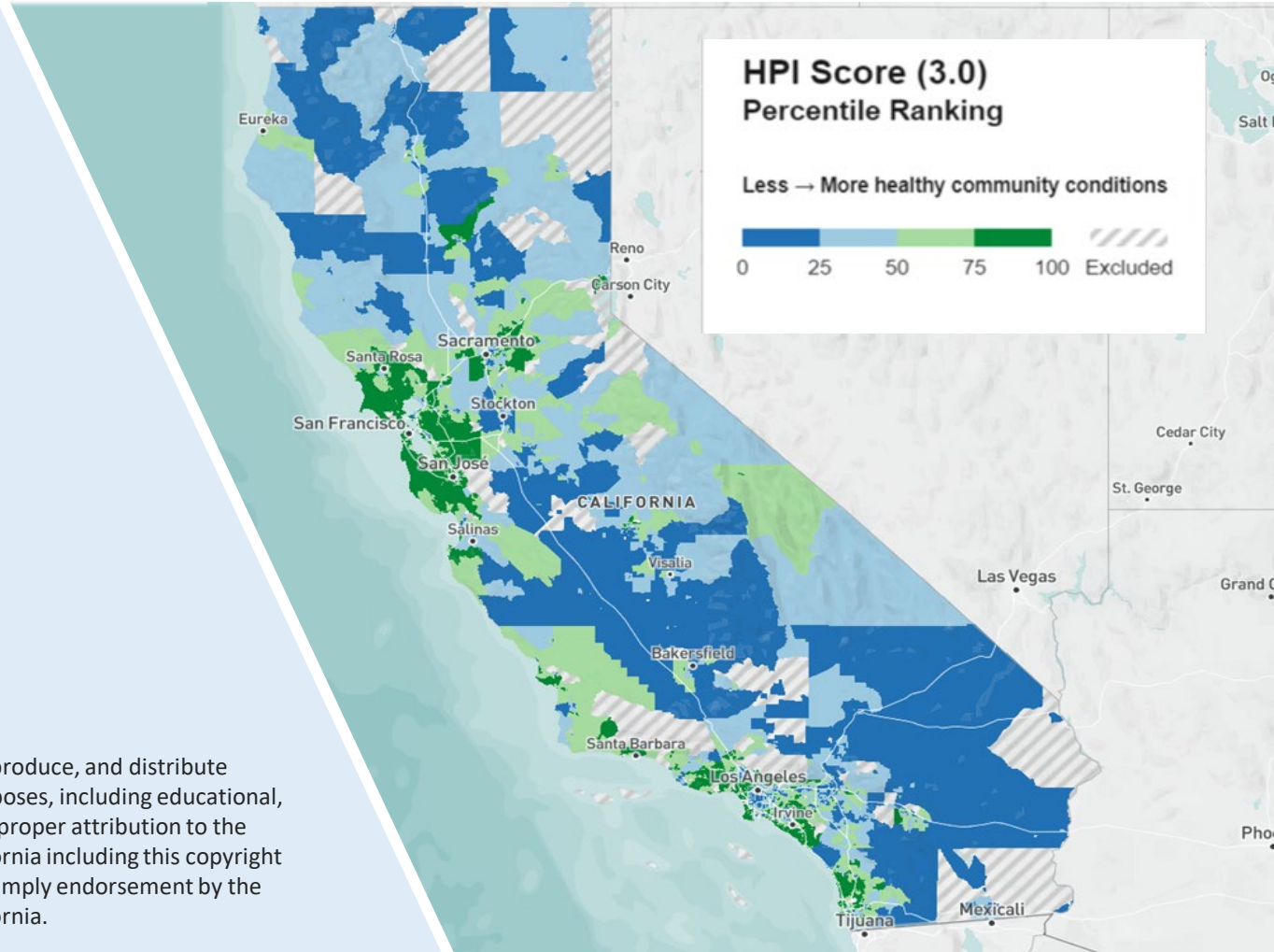


Health Literacy: Person and Place Matter

Healthy Places Index (HPI)

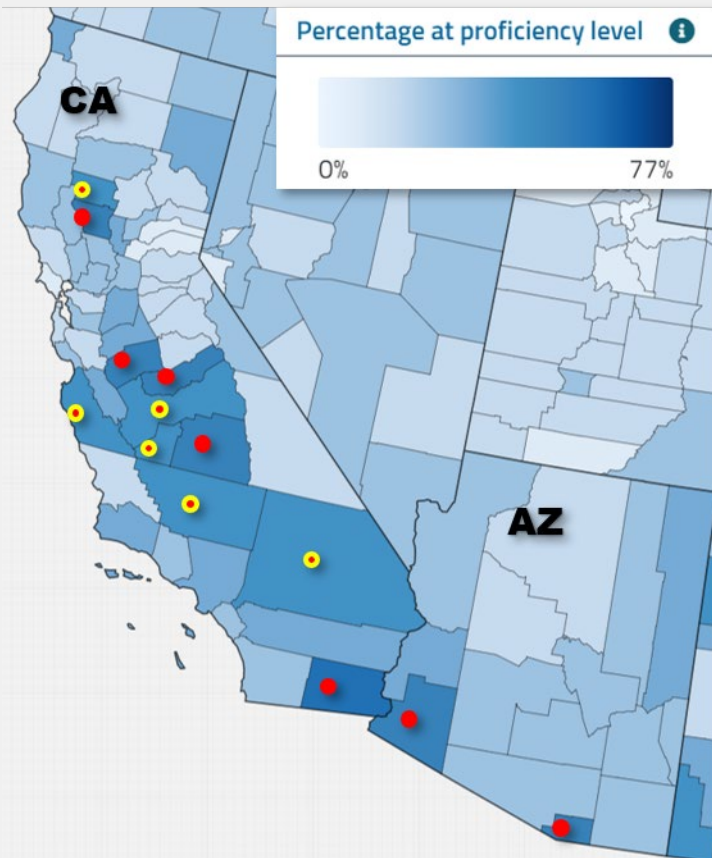
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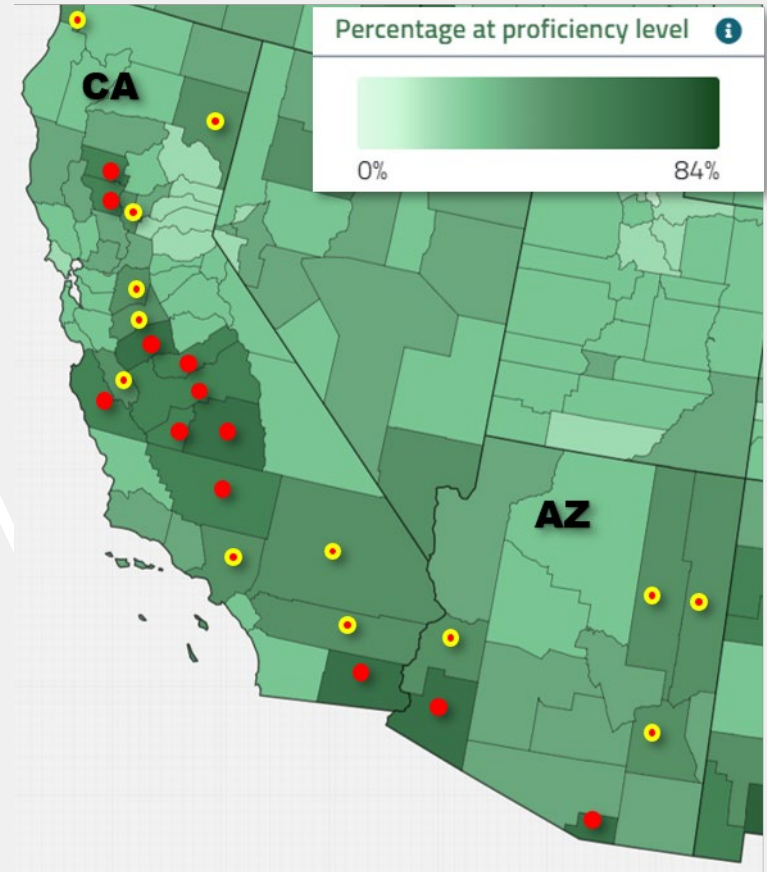


Health Literacy: Person and Place Matter (cont.)

Percentage at or below level 1 literacy



Percentage at or below level 1 numeracy



Healthy People 2030

Health Literacy: New Definitions

Personal Health Literacy

Individuals have the **ability** to find, understand, and **use** information and services to inform health-related decisions and actions for themselves and others.

Organizational Health Literacy

Organizations **equitably enable** individuals to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.

Healthy People 2030

Health Literacy: Core Objectives

Increase

Increase the proportion of adults who report that their healthcare provider **always asked them to describe how they will follow instructions.**

Reduce

Reduce the proportion of adults who **report poor patient and provider communication.**

Increase

Increase the proportion of adults who report that their healthcare providers **always involved them in decisions about their healthcare as much as they wanted.**

Healthy People 2030

Improving Health Communication

Strategies

- Apply improvement methods.
- Improve verbal interactions.
- Improve written communication.
- Link to supportive systems.
- Engage patients/residents and partners in care and improvement efforts.



Organizations—Advancing Health Literacy

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

Make health literacy integral to your mission, structure, and operations.

Integrate into strategic and operational planning, quality improvement, goals, and measures.

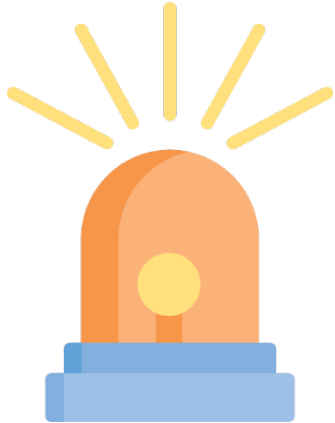
Prepare the workforce.

Provide easy access.

Address health literacy in high-risk situations.

Communicate clearly.

Low Literacy—The Danger Zone



- Missed appointments or lack of follow-through on tests or referrals.
- Incomplete registration forms.
- Non-compliance with medication.
- Unable to name medications, explain purpose or dosing.
- Identifies pills by looking at them, not reading label.
- Unable to give coherent, sequential history.
- Asks fewer questions.

Know Your Current Situation



- **Identify patients with limited literacy levels.**

- **Employ teach-back techniques.**

- **Supplement instruction with appropriate materials.**

- **Reflect age, cultural, ethnic, and racial diversity.**

- **Provide information in primary language.**

- **Use universal symbols.**

- **Offer assistance with completing forms.**

Health Literacy Assessment Tools

- Short Assessment of Health Literacy (SHAL) Spanish and English
- Rapid Estimate of Adult Literacy in Medicine (REALM) Short Form
- Short Assessment of Health Literacy for Spanish Adults (SAHLISA)

AHRQ Health Literacy Universal Precautions Toolkit



Second
Edition

Health Literacy Assessment Tools (cont.)

CAHPS[®] Hospital Survey

- Addresses 6 topic areas:
 - Information about medications
 - Communication between nurses and patients
 - Communication between doctors and patients
 - Communication about tests
 - Communication about forms
 - Information about how to care for yourself at home

CAHPS Nursing Home Survey

- 3 standardized instruments:
 - Long-Stay Resident Survey (in person)
 - Discharged Resident Survey (questionnaire)
 - Family Member Survey (questionnaire)

CAHPS = Consumer Assessment of Healthcare Providers and Systems Plan. CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Care Coordination Quickinar Series

Care Coordination During a Pandemic

Tuesday, January 18, 2022 | 11:00–11:30 a.m. PT

Care Transitions Assessment Overview

Tuesday, February 1, 2022 | 11:00–11:30 a.m. PT

Gap Root-Cause Analysis (RCA)

Tuesday, February 15, 2022 | 11:00–11:30 a.m. PT

Strategy Tree Development and Implementation

Tuesday, March 1, 2022 | 11:00–11:30 a.m. PT

Readmission Super Utilizers

Tuesday, March 15, 2022 | 11:00–11:30 a.m. PT

Hot Spotting and Resources

Tuesday, April 5, 2022 | 11:00–11:30 a.m. PT

Measuring Progress | QIIP Performance Dashboard

Tuesday, April 19, 2022 | 11:00–11:30 a.m. PT

The Role of Health Equity in Care Coordination

Tuesday, May 3, 2022 | 11:00–11:30 a.m. PT

The Impact of Health Literacy

Tuesday, June 7, 2022 | 11:00–11:30 a.m. PT

Teach-Back: A Strategy to Impact Health Literacy

Tuesday, July 5, 2022 | 11:00–11:30 a.m. PT

Community Collaboration Meetings

Tuesday, August 2, 2022 | 11:00–11:30 a.m. PT

REGISTER NOW! More info at: <https://www.hsag.com/cc-quickinars>

Please Take 5 Seconds and Let Us Know



We want this call to be meaningful to you, so we need your input.

At the end of the webinar, you will be asked **one question** to determine if this call equipped your organization to begin implementing care coordination practices.



Thank you!

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