


Care Coordination Quickinar Series: Health Literacy, Part 2

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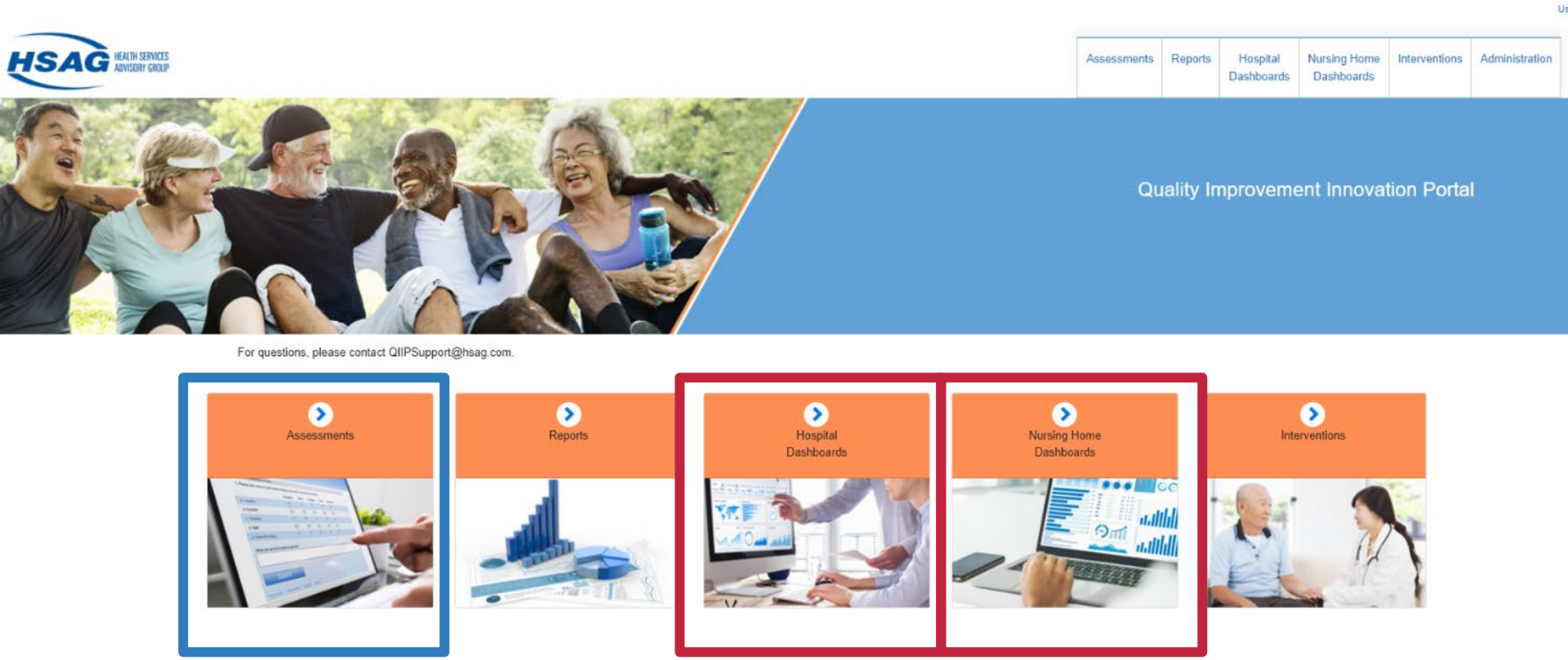
OBJECTIVES

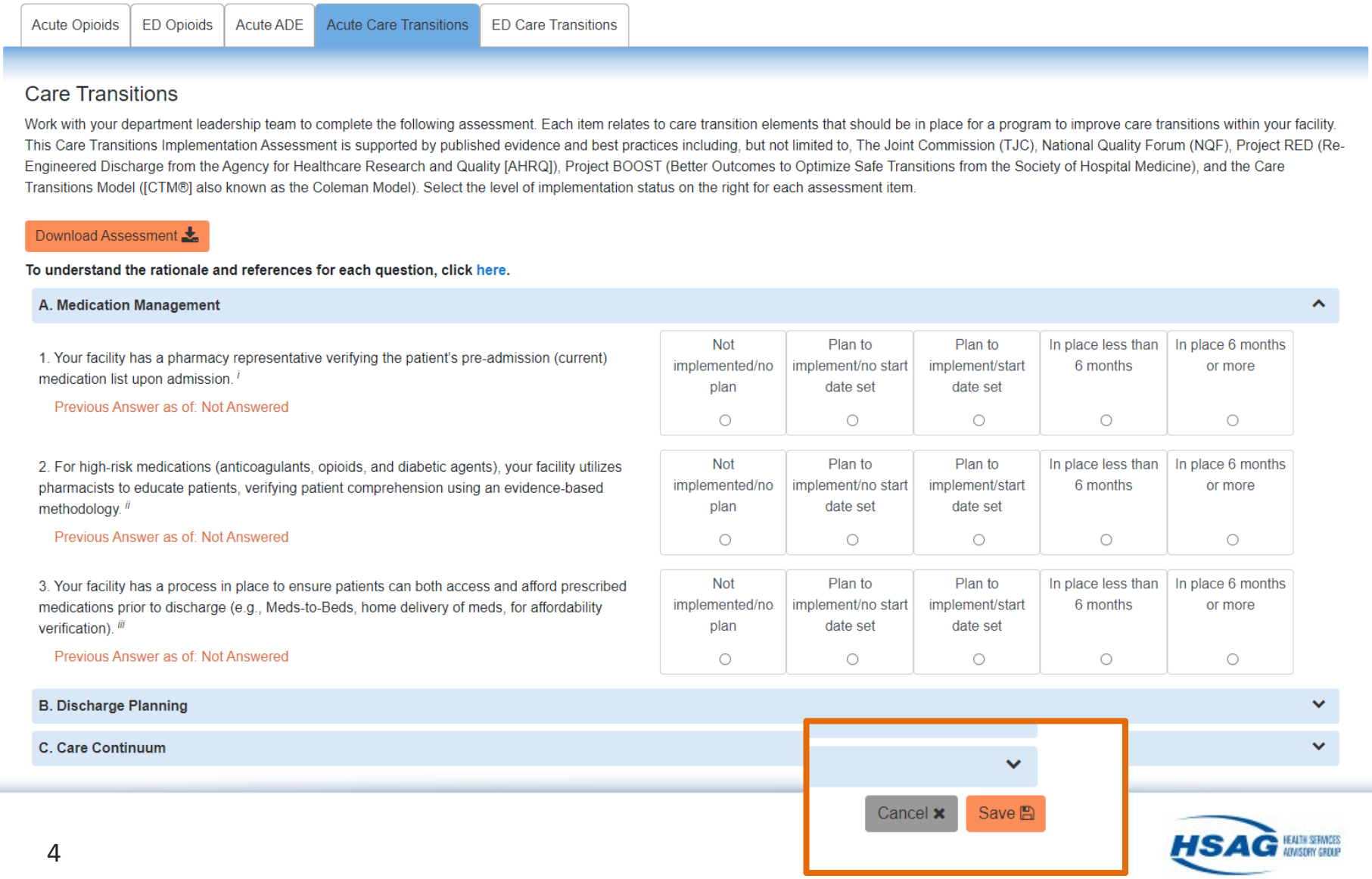
- Recognize health literacy as a tool for effective healthcare communication.
- Describe how to become a health literate organization.
- Demonstrate the use of tools and strategies to address health literacy.

Quality Improvement Innovation Portal (QIIP): Assessments and Data Dashboard



www.hsag.com/qiip-start

QIIP Care Transitions Assessment



Care Coordination Website

Care coordination is a key priority for the Centers for Medicare & Medicaid (CMS) to improve quality and achieve safer and more effective care. However, gaps in care, such as poor communication and ineffective discharge processes, remain a challenge.To address these gaps, HSAG provides evidence-based tools, strategies, resources, and training needed to improve care coordination.

Hospital Care Coordination Toolkit

Nursing Home Care Coordination Toolkit

Access the QIIP

Care Coordination Assessments

Download PDF versions:

- Acute Care Transitions Assessment
- ED Care Transitions Assessment
- SNF Care Transitions Assessment

Care Coordination Quickinars

Care Coordination Resources

- Medication Management
- Health Equity
- Patient Engagement
- Care Coordination Collaboration
- Quality Improvement Tools
- Care Coordination Evidence-Based Models

Hospitals

- **Care Coordination**
  - Hospital Care Coordination Toolkit
- Emergency Preparedness
- Infection Prevention
- Opioid Stewardship
- QIO Events

www.hsag.com/cc-resources

Health Literacy Assessment Tools

CAHPS® Hospital Survey

6 topic areas:

- Information about medications
- Communication
  - Between nurses and patients
  - Between doctors and patients
  - About tests
  - About forms
- Information about how to care for yourself at home

CAHPS Nursing Home Survey

3 standardized surveys:

- 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).

https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/surveys-guidance/item-sets/literacy/about_the_health_literacy_item_set_for_hospitals_911.pdf

https://www.ahrq.gov/cahps/surveys-guidance/nh/index.html

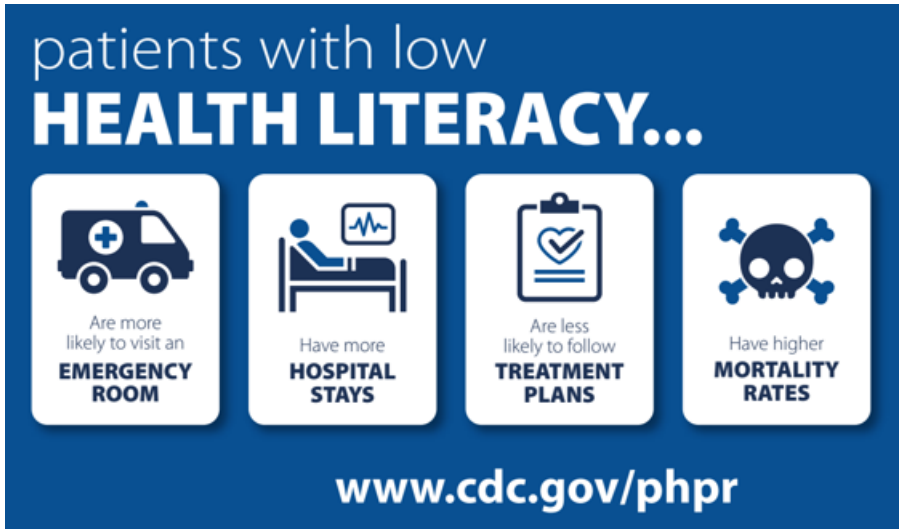
Health Literacy:
6 Healthy People 2030 Objectives

Objectives	Baseline (% of adults)	Target
Increase proportion of adults whose healthcare provider (HCP) checked their understanding.	26.6% (2017)	32.2%
Decrease proportion of adults who reported poor communication with their HCP.	8.9% (2017)	8.0%
Increase proportion of adults whose HCP involved them in decisions as much as they wanted.	52.8% (2017)	62.7%
Increase the proportion of persons who report their HCP always listened carefully to them.	Developmental status	
Increase the proportion of adults with limited English proficiency who say their providers explained things clearly.	Developmental status	
Increase the health literacy of the population.	Developmental status	

https://milkeninstitute.org/sites/default/files/2022-05/Health_Literacy_United_States_Final_Report.pdf

Addressing Health Literacy: Making the Case

Nearly 9 out of 10 adults struggle with health literacy.



People with low health literacy skills are more likely to:

- Have poor health outcomes, including hospital stays and emergency room visits.
- Make medication errors.
- Have trouble managing chronic diseases.
- Skip preventive services, like flu shots.

https://www.nnlm.gov/guides/intro-health-literacy

Addressing Health Literacy: Making the Case (cont.)

Health Literacy Level	Task Examples	Percentage
Proficient	Using a table, calculate an employees share of health insurance cost for a year.	12%
Intermediate	Read instructions on a prescription label, and determine what time a person can take a medication.	53%
Basic	Read a pamphlet, and give two reasons a person with no symptoms should be tested for a disease.	21%
Below Basic	Read a set of short instructions, and identify what is permissible to drink before a medical test.	14%

https://www.ahrq.gov/sites/default/files/wysiwyg/health-literacy/dhhs-2008-issue-brief.pdf

Aspects of Health Literacy

Personal Health Literacy	**Organizational Health Literacy**
Digital Health Literacy	**Numeracy**

https://www.nnlm.gov/guides/intro-health-literacy

Attributes of a Health Literate Organization

Brach C, Keller D, Hernandez LM, et. al. Ten Attributes of Health Literate Health Care Organizations. Discussion Paper. *Institute of Medicine of the National Academies*. June 2012. ©National Academy of Sciences. https://nam.edu/wp-content/uploads/2015/06/BPH_Ten_HLit_Attributes.pdf This graphic reflects the views of the authors of the Discussion Paper and not necessarily of the authors' organizations or of the Institute of Medicine (IOM). The paper has not been subjected to the review procedures of the IOM and is not a report of the IOM or of the National Research Council.

Health Literacy: Begin the Journey

To Get Started

- Conduct a health literacy organizational assessment
- Focus on written and spoken communication
- Address difficulties in navigating systems

Focus on Communication

- Providers
- Self-management
- Medications
- Tests and test results
- Forms

https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5666686/

Health Literacy Toolbox

Health Literacy Toolbox: Educational Opportunities

- **On-Demand Health Literacy Training:** https://statics.teams.cdn.office.net/evergreen-assets/safelinks/1/atp-safelinks.html
- **CDC Online Health Literacy Courses for Health Professionals:** https://www.cdc.gov/healthliteracy/gettraining.html
- **AHRQ Interactive Teach-Back Module:** https://www.ahrq.gov/downloads/teachback/story_html5.html
- **HSAG Teach-Back:** https://www.hsag.com/teach-back

Health Literacy Toolbox: Resources and Tools

- **Health Literacy Questionnaire:** https://www.ahrq.gov/health-literacy/improve/precautions/tool17d.html
- **Understanding Organizational Health Literacy:** https://mcw.libguides.com/healthliteracy/organization
- **AHRQ Health Literacy Universal Precautions Toolkit:** https://www.ahrq.gov/health-literacy/improve/precautions/index.html
- **Health Literacy Online Guide:** https://health.gov/healthliteracyonline/
- **Digital Health Literacy Curriculum:** https://allofus.nnlm.gov/digital-health-literacy
- **Telehealth Consent Form:** https://www.ahrq.gov/health-literacy/improve/informed-consent/index.html

Our Next Care Coordination Quickinar

Engaging Patients in Care Coordination Efforts

Tuesday, June 6, 2023 | 11 a.m. PT

bit.ly/cc-quickinars2

www.hsag.com/cc-quickinars

Care Coordination Quickinar Series Extended

www.hsag.com/cc-quickinars

Questions?

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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