



“Let’s Make Understanding Happen Together!”

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Objectives

At the end of this time together, you will...

- 1. Increase your understanding of current health literacy issues**
- 2. Provide examples on how to increase health literacy**
- 3. Describe the role of community health workers in increasing health literacy**

Tell me and I forget.
Teach me and I remember.
Involve me and I learn.

~~~ Benjamin Franklin

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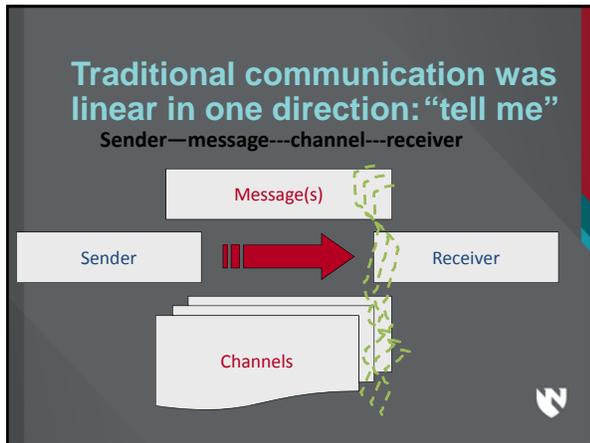
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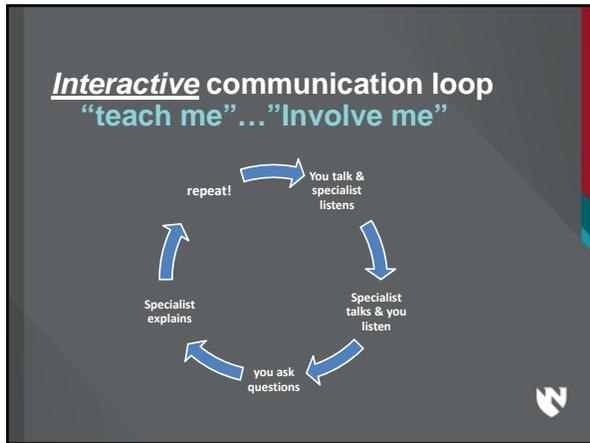
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University of Nebraska Medical Center

**Health Literacy Definitions** (17 published to date...)  
The degree to which individuals have the capacity to read, understand, and act on basic health information. American Medical Association (2007)

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## Health literacy... includes the ability to

see, speak, listen, read, write, and use numbers in health-related contexts.... to create understanding



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**The health literacy of a society can be improved both by developing the skills of individuals and by lowering the barriers created by health service personnel and systems.**

Prior definitions have largely identified health literacy as relating to the patient, and have under-emphasized the role of health system personnel. One of the goals of a health literate society is to have a more equal power relationship between those who work in the health system and those who use it.

~~~ The Calgary Charter



Nebraska Medical Center

Overview of the TEAM: What tools are available to help?

| | |
|---|--|
| Health Care Providers
Medications explanation
<small>(covered by previous speaker)</small>
Listen & explain using plain language
AskMe3 ...tips sheet
Teach Back... checking for understanding | Patients, family, caregivers <ul style="list-style-type: none">• Take Medications• Ask questions- learn from each other• Understand words• Request visual aids (pictures/models/videos)• Use professional websites• Find recipes to eat right• Exercise |
|---|--|

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Plain Language

Plain Language Act, 2010
 Understand it the first time you read or hear it.
 Use the **simplest** way of expressing an idea.
 ... like kitchen table talk, or living room language (not jargon)



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|---|---|



Ask Your Doctor, Nurse, or Pharmacist:

1
What is my main problem?

2
What do I need to do?

3
Why is it important for me to do this?



Good Questions for Your Good Health

Source: National Patient Safety Foundation, <http://www.npsf.org/for-healthcare-professionals/programs/ask-me-3/ask-me-3-resources/>



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What Is Teach back? “Chunk & Check”

- A research-based health literacy intervention that promotes adherence, quality, and patient safety.
- A way to check for understanding and, if needed, re-explain and check again.
- Asking a patient (or family member) to explain—in their **own words**—what they need to know or do



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