

# Demonstration of Health Literacy Universal Precautions Toolkit



Practice Orientation Webinar

# Webinar Agenda

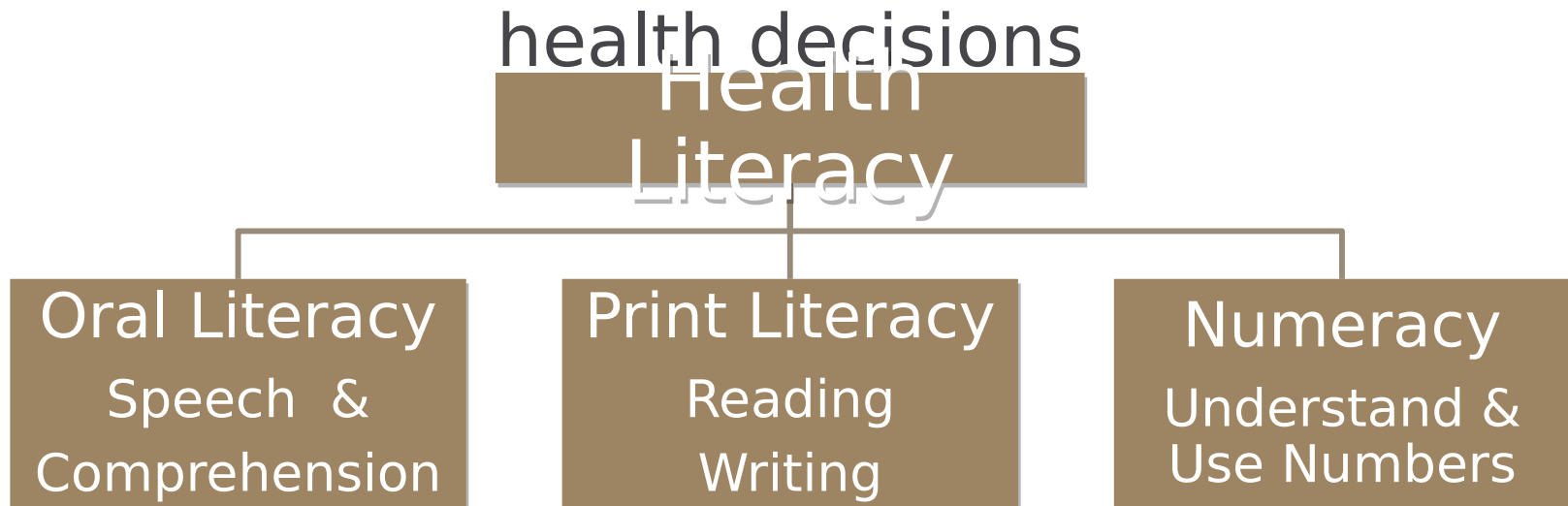
- Introduction to health literacy
- Introduction to the Health Literacy Universal Precautions Toolkit
- Introduction to the Demonstration
- Data Collection Procedures
- Implementation Timeline

# Introduction to Health Literacy



# What is health literacy?

The capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions



Imbalance between patient skills and the complexity of medical information.

# Prevalence and Implications

- ▮ National Assessment of Adult Literacy – 2003
  - First national assessment of health literacy
- ▮ 35% had basic or below basic skills (77 million U.S. adults)
  - Following directions on a medication bottle
  - Adhering to a childhood immunization schedule using a chart
- ▮ Prevalence of limitations (basic or below) vary by:
  - Education: 76% who did not complete HS; 44% of HS grads
  - Race/ethnicity: 28% non-Hispanic Whites; 65% of Latinos
  - Age: 31-35% before age 65; 51% of adults aged 65-75
- ▮ Limited health literacy related to poor knowledge, increased hospitalizations/ER use, more limited use of preventive care, poor comprehension of meds and health information, mortality
- ▮ Providers can help to restore the balance between patient skills and information complexity

# Introduction to the Toolkit



# Toolkit Development

- Developed by the North Carolina Network Consortium and the Cecil G. Sheps Center for Health Services Research at the University of North Carolina at Chapel Hill
- With support from the Agency for Health Care Research and Quality
- Objective: Provide primary care practices with step-by-step guidance for assessing a practice's health literacy environment and making changes to lessen the health literacy burden for patients
- Multi-step approach to development

# Toolkit Contents

- ▣ 20 tools focusing on four domains related to health literacy
  - Tools to Start of the Path to Improvement
  - Domain 1: Tools to Improve Spoken Communication
  - Domain 2: Tools to Improve Written Communication
  - Domain 3: Tools to Improve Self-Management and Empowerment
  - Domain 4: Tools to Improve Supportive Systems
- ▣ Tools contain:
  - Overview and purpose
  - Action items and tips
  - Tracking progress
  - Resources



# Required Tools

- ▮ Two tools are required for all practices
- ▮ Getting prepared for Toolkit implementation
- ▮ Required tools
  - Tool 1: Form a Team
  - Tool 2: Assess Your Practice

## Supplementary Tools

- ▣ All practices will select two supplementary tools
- ▣ Supplementary tools
  - Tool 3: Raise Awareness
  - Tool 4: Tips for Communicating Clearly
  - Tool 5: The Teach-Back Method
  - Tool 8: Brown Bag Medication Review
  - Tool 11: Design Easy-to-Read Material
  - Tool 12: Use Health Education Material Effectively
  - Tool 13: Welcome Patients: Helpful Attitude, Signs, and More
  - Tool 14: Encourage Questions
  - Tool 16: Improve Medication Adherence and Accuracy
  - Tool 20: Use Health and Literacy Resources in the Community

# Optional Tools

- ▮ The Toolkit contains several tools that are not a primary focus of the project
- ▮ Practices may choose to implement one or more of these tools
  - These tools do not count among the practice's two supplementary tools
- ▮ Optional tools
  - Tool 6: Follow Up with Patients
  - Tool 7: Telephone Considerations
  - Tool 9: How to Address Language Differences
  - Tool 10: Culture and Other Considerations
  - Tool 15: Make Action Plans
  - Tool 17: Get Patient Feedback
  - Tool 18: Link Patients to Non-Medical Support
  - Tool 19: Medication Resources

# The Demonstration



# The Demonstration

- ▣ University of Colorado and American Academy of Family Physicians
  - With support of AHRQ
- ▣ Objectives
  1. Examine the utility of the Toolkit for primary care practices seeking to improve their health literacy-related systems and processes, and
  2. Identify possible refinements that would enhance the Toolkit as a resource for primary care practices.
- ▣ Procedures
  - Implement Toolkit in 12 diverse primary care practices
    - 6-8 month implementation period
    - Practices implement Tools 1 and 2 as well as two supplementary tools
  - Collect data about health literacy-related systems and procedures (pre-post)
  - Collect data about experience of using the Toolkit and suggested improvements
  - Technical assistance

# Project Activities and Timeline

- ▣ Month 1
  - Collection of pre-implementation data
  - Pre-implementation site visits
    - Interviews and observation
  - Begin implementation of Tools 1 and 2
- ▣ Months 2-7: Implementation of two supplementary tools
- ▣ Month 8
  - Collection of post-implementation data
  - Post-implementation site visits
    - Interviews and observation

# Data Collection Activities

- Tool 2 Health Literacy Assessment Questions (pre-post)
- Patient Survey (pre-post)
- Consumer Assessment of Healthcare Providers and Systems (CAHPS) (pre-post, 2 practices)
- Practice Staff Survey (pre-post)
- Health Literacy Team Leader Survey (pre-post)
- Implementation Tracking Form (pre-post and before technical assistance calls)
- Medication Review Form (pre-post, Tool 8 practices only)

# Site Visits and Technical Assistance

## ▮ Site Visits

- Interview with Health Literacy Team Leader (pre-post)
- Interview with Health Literacy Team Member (post)
- Interview with 1-2 staff members (post)

## ▮ Technical Assistance

- Routine calls 2 weeks, 1 month, 2 months, and 4 months into implementation
- Available for questions any time



# Resources

- ▣ David West, Principal Investigator
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- ▣ Angela Brega, Task Order Leader
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