Building Your Own Toolbox: Addressing Health Literacy and Self-Efficacy to Empower Patients

2017 Wisconsin Health Literacy Summit

Karen Hernes, MSN, RN, CNE
Purdue University Northwest

Margaret Carter Richey, Ed.D., MSN, RN
Benedictine University

Disclosure Statement for 2017 Wisconsin Health Literacy Summit

“I have no relevant financial interest”

Karen Hernes and Margaret Carter Richey
**Objectives**

By the end of this break-out session participants will be able to:

- identify consequences of low health literacy and barriers to adequate health literacy in practice settings.

- analyze practical skills that empower patients and improve health literacy.

- plan three interventions to implement in practice settings to address health literacy concerns.

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**Health Literacy**

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

(U.S. Dept. of Health and Human Services, 2010, p.1)
**Self-Efficacy**

“the belief in one’s capabilities to organize and execute the courses of action required to manage prospective situations” (Bandura, 1995, p.2)

**Empowerment Approach**

a process that assists patients to think critically and take control of their lives (Anderson & Funnell, 2010)

“enables the healthcare providers to shift power to patients, makes patients aware of their problems, and allows patients to make their own decisions” (Lee et al., 2015, p.288)
Barriers to adequate health literacy

<table>
<thead>
<tr>
<th>Barriers</th>
<th>A few examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cognitive / Mental</td>
<td>learning disability, limited literacy, dementia, low self-esteem, lack of motivation, mental illness</td>
</tr>
<tr>
<td>Cultural / Language</td>
<td>gender and role differences, lack of translation services, verbal &amp; nonverbal miscommunication</td>
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<tr>
<td>Physical</td>
<td>hearing &amp; visual deficits, impaired mobility, fatigue, advanced disease process, pain</td>
</tr>
<tr>
<td>Technological</td>
<td>limited computer literacy, lack of internet access</td>
</tr>
<tr>
<td>Financial</td>
<td>unreliable transportation, lack of medical insurance &amp; resources</td>
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</tbody>
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Outcomes of low health literacy

**Outcomes** (Mahadevan, 2013)

- Medication errors
- Low rates of treatment compliance
- Ineffective treatment of chronic conditions
- Reduced use of preventative services
- Longer hospital stays & increased re-admissions
- Higher mortality

**A few examples**

- Incorrect doses, unfilled prescriptions
- Incorrect diets, lack of follow-through with tests/referrals
- Missed appointments, misunderstandings about treatment regime
- Using ER instead of primary care, delayed treatment lack of immunizations
- Unreported complications, misunderstanding of discharge information, inadequate history gathering

Tools and Skills that empower patients

**Tools**

- Ask me 3
- Readability assessment tools
- Illustrations used to educate
- Brown bag medication review
- Translation services
- Internet education
- Health literate mobile apps
- Medication reminder apps

**Skills**

- Teach-back technique
- Active listening
- Clear communication skills
  - Verbal teaching
  - Written materials
- Facilitation of patients’ action plans
- Cultural competency
Ask Me 3®

Health information is not clear at times. The Ask Me 3® program run by the National Patient Safety Foundation can help. The program gives you three questions to ask your health care provider during a health care visit, either for yourself or for a loved one. They are:

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?

Asking questions can help you be an active member of your health care team.

For more information on Ask Me 3, please visit [www.npsf.org/askme3](http://www.npsf.org/askme3)

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3 interventions

Plan 3 specific interventions that you can implement in your practice to help improve self-efficacy, empower patients, increase patient engagement, and improve health outcomes.

1.

2.

3.
Additional Resources


References


Contact us for more information!

Karen Hernes, MSN, RN, CNE
Purdue University Northwest
khernes@pnw.edu
219-785-5324

Margaret Carter Richey, Ed.D., MSN, RN
Benedictine University
mrichey@ben.edu