

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

2017 Wisconsin Health Literacy Summit

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## Disclosure Statement for 2017 Wisconsin Health Literacy Summit

**“I have no relevant financial interest”**

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## 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.

## 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)

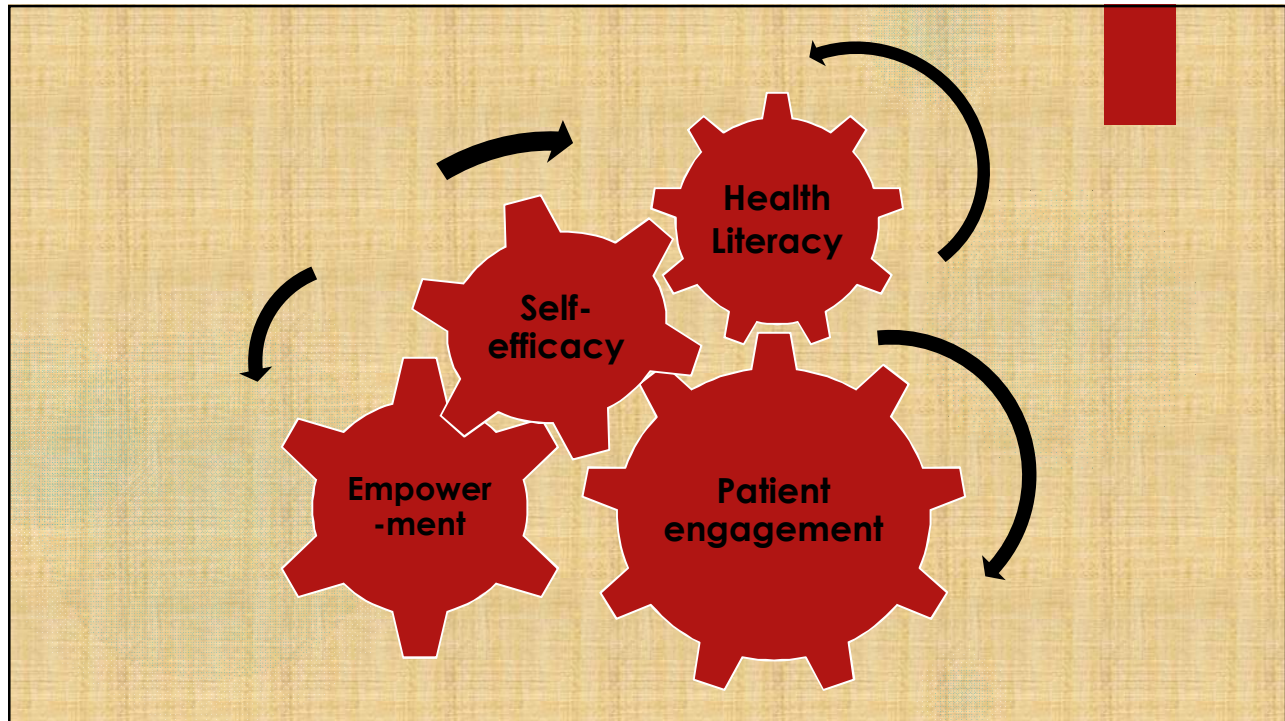


## Empowerment Approach



**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

### Barriers

Cognitive / Mental

Cultural / Language

Physical

Technological

Financial

### A few examples

learning disability, limited literacy, dementia, low self-esteem, lack of motivation, mental illness

gender and role differences, lack of translation services, verbal & nonverbal miscommunication

hearing & visual deficits, impaired mobility, fatigue, advanced disease process, pain

limited computer literacy, lack of internet access

unreliable transportation, lack of medical insurance & resources

## 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<sup>®</sup>

Health information is not clear at times. The Ask Me 3<sup>®</sup> 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)

Ask Me 3 is a registered trademark licensed to the National Patient Safety Foundation (NPSF).  
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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

- AHRQ Health Literacy Universal Precautions Toolkit (2<sup>nd</sup> Ed.). (2016, November). Agency for Healthcare Research and Quality, Rockville, MD. Retrieved from <http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/index.html>
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