



Health Literacy & Health in DE



Objectives

- Recognize that low health literacy is a problem in the U.S.
- Describe health literacy universal precautions.
- Describe ongoing work in DE to address Health Literacy



The Problem of Health Literacy in the United States

What is Health Literacy?

According to Healthy People 2030

Personal health literacy is the degree to which **individuals have the ability** to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.



Organizational health literacy is the degree to which **organizations equitably enable individuals** to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.



Why worry about health literacy?

Low Health Literacy

1 out of 3 U.S. adults have low health literacy



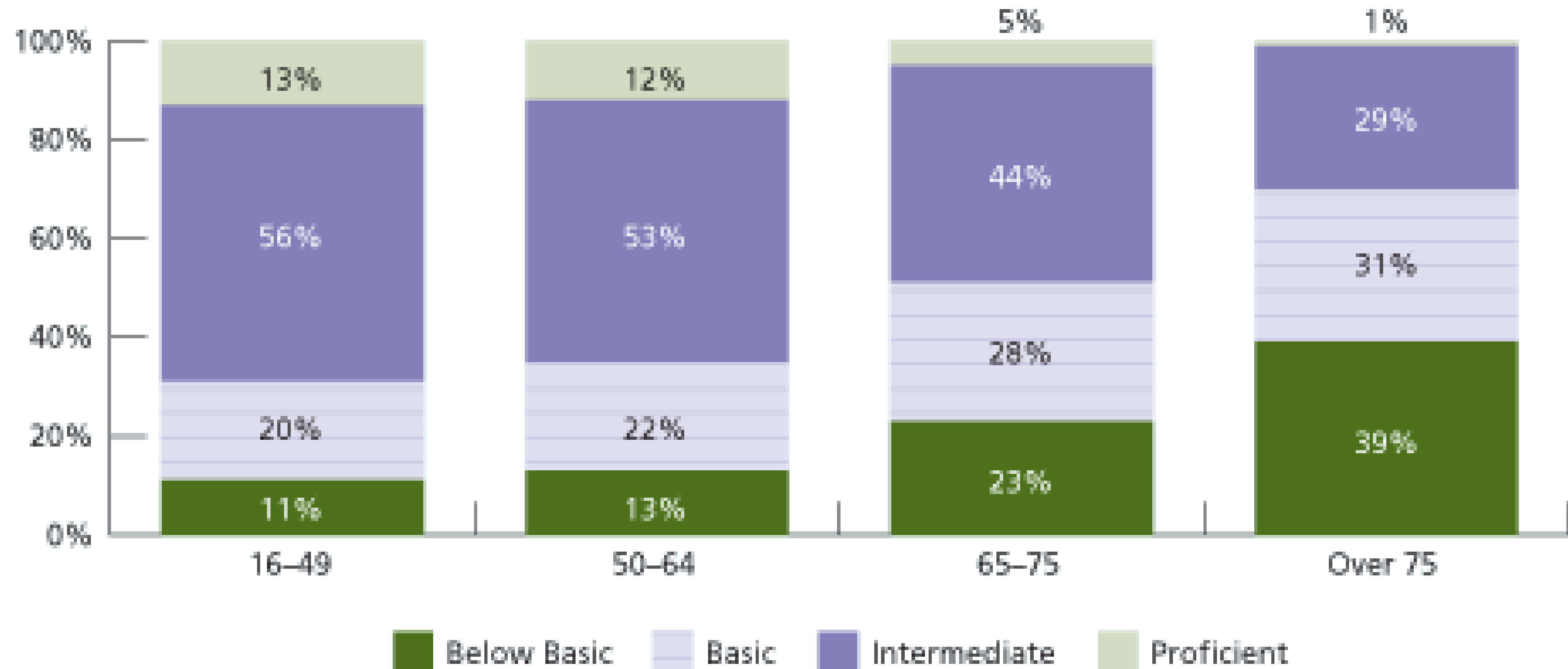
9 out of 10 U.S. adults lack the skills to manage health and prevent disease.



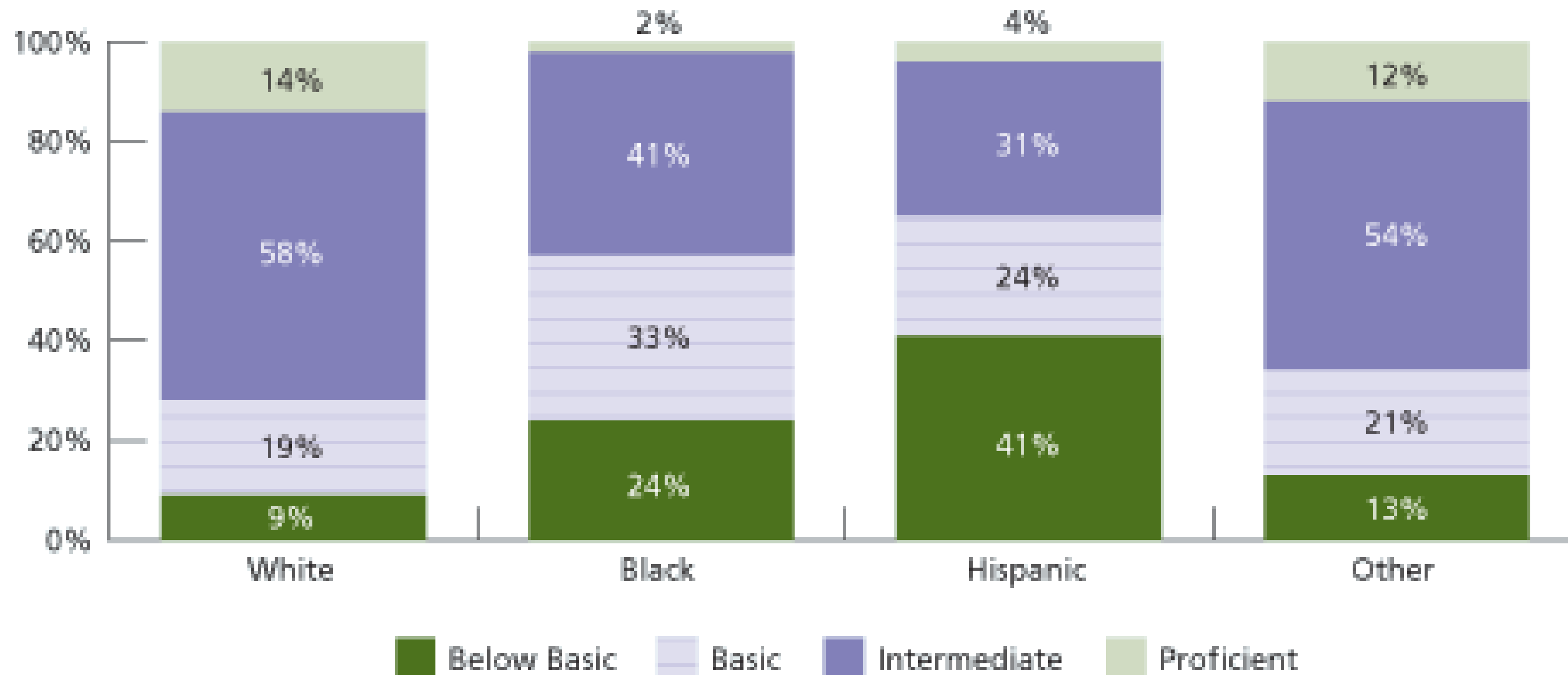
Studies show...

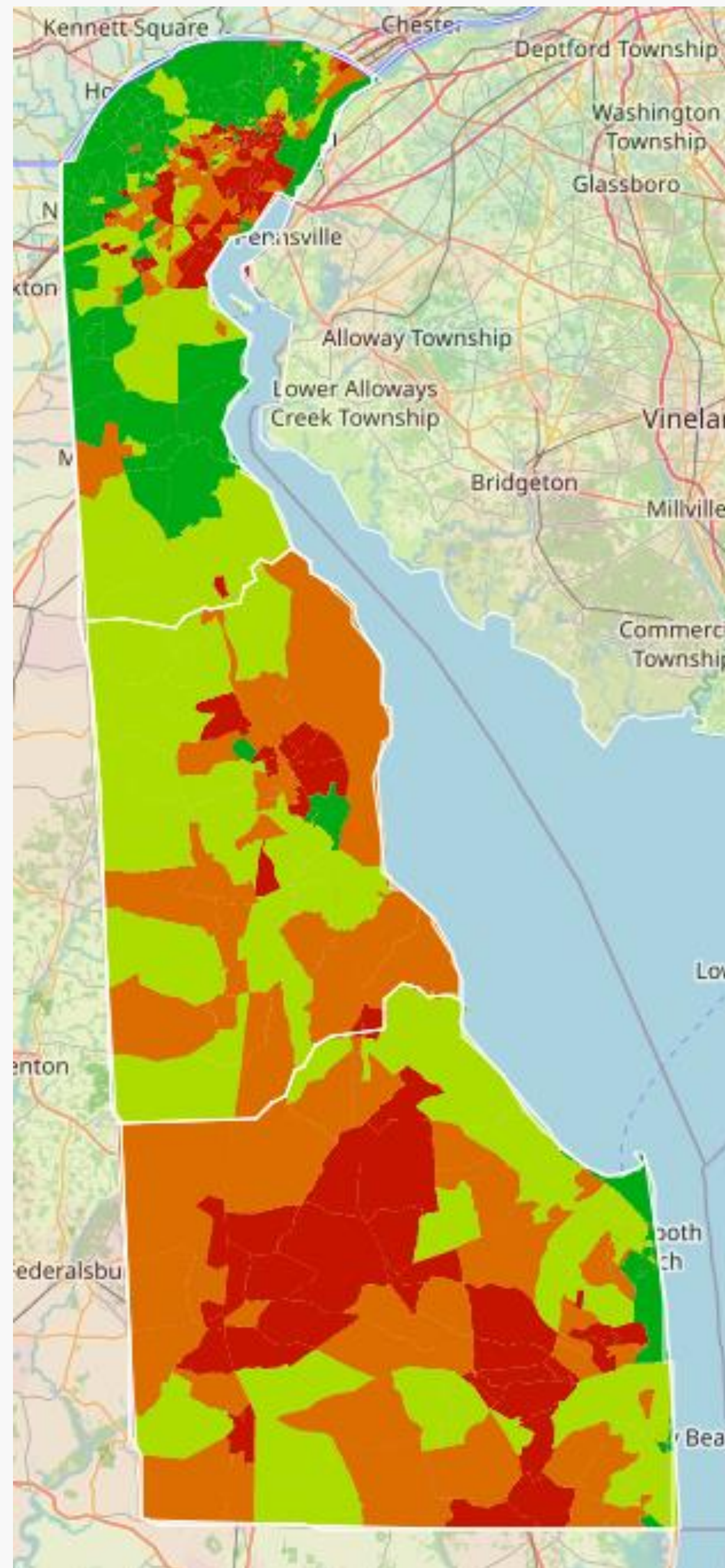
- Patients forget 40-80% of the information they get in a healthcare encounter.
- Half of what they remember is incorrect.
- 98% of medical errors are related to communication problems.

How does age impact health literacy?



How does race impact health literacy?





Health Literacy in Delaware

Dark green indicates **highest** socioeconomic status and health literacy

Light green indicates **middle to high** socioeconomic status and health literacy

Orange indicates **middle to low** economic status and health literacy

Red indicates **lowest** socioeconomic status and health literacy

** **Socioeconomic** status refers to gender, age, race/ethnicity, language spoken at home, income, education, and marital status

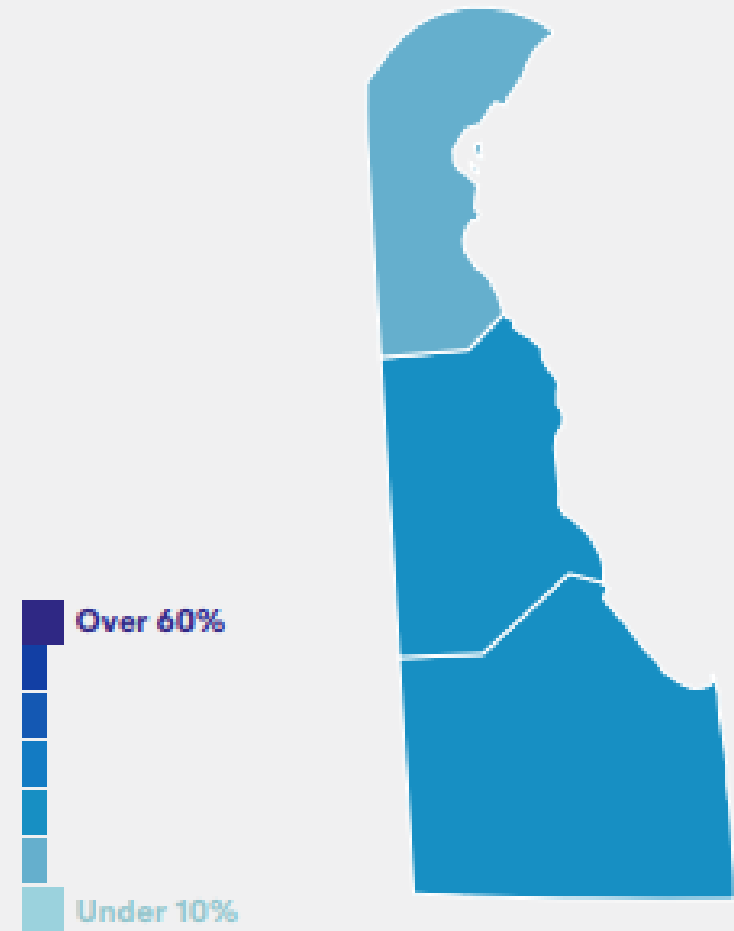
20.3%

of adults in Delaware have low literacy

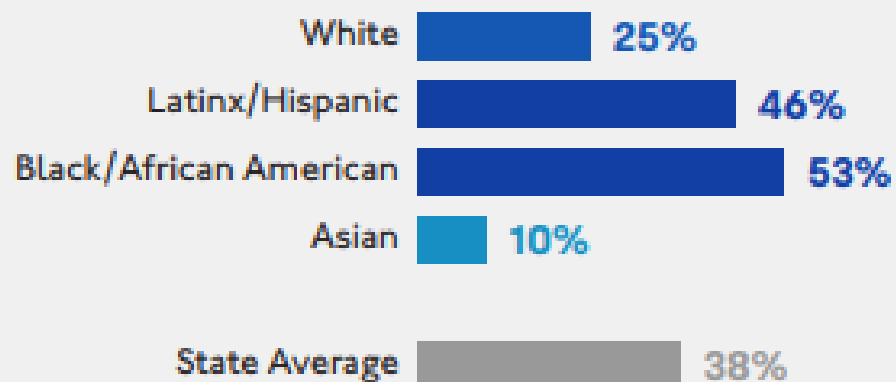
Delaware ranks 30 out of 50 in the U.S.

2 in 3

counties in Delaware have populations where 20% or more of the residents have below basic literacy



The percent of 4th graders with below basic reading by race



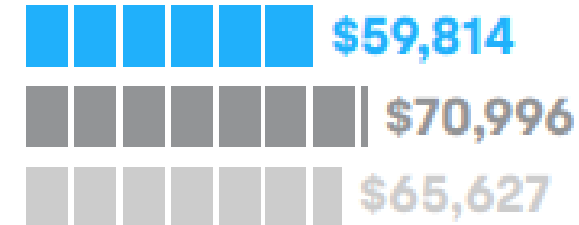
How does low literacy affect equity and quality of life?

In counties where at least 20% of the population have below basic literacy, we see that many health, economic, and educational outcomes fall short.

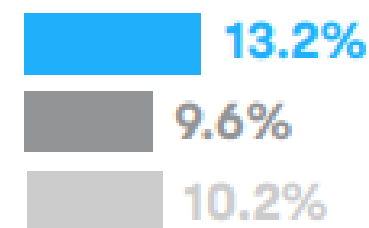
Unemployment



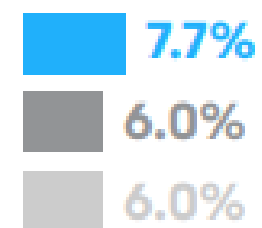
Median Income



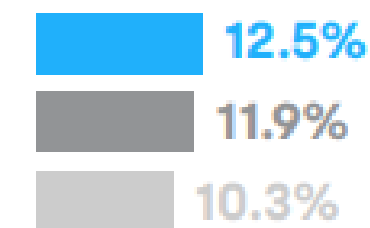
Adults Without a High School Degree



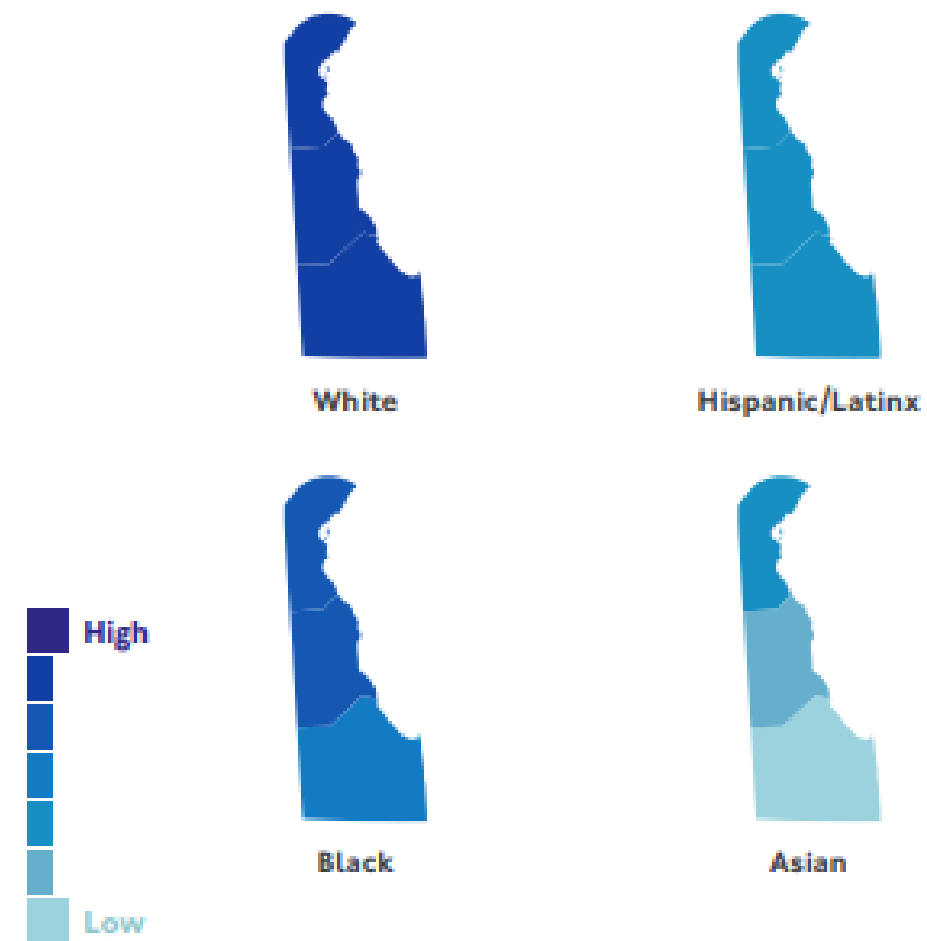
No Access to Healthcare



Residents Below the Poverty Line

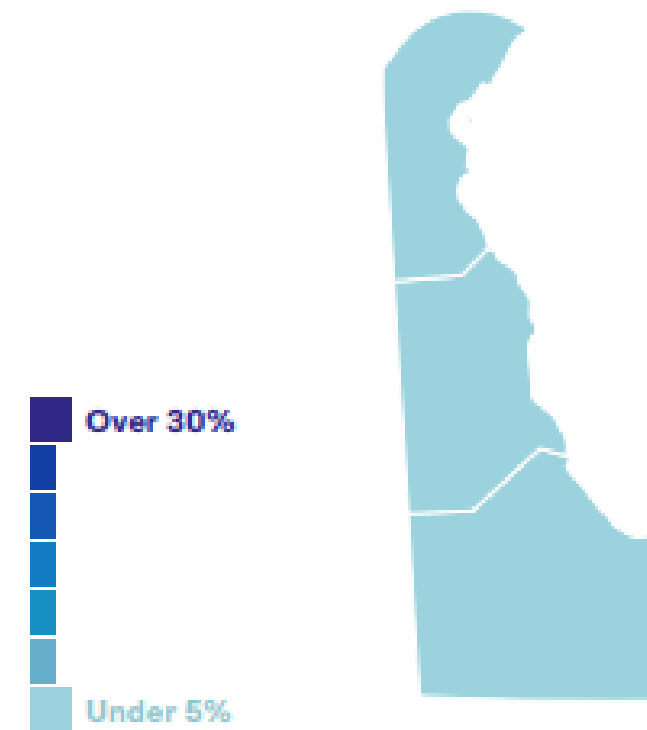


Demographics



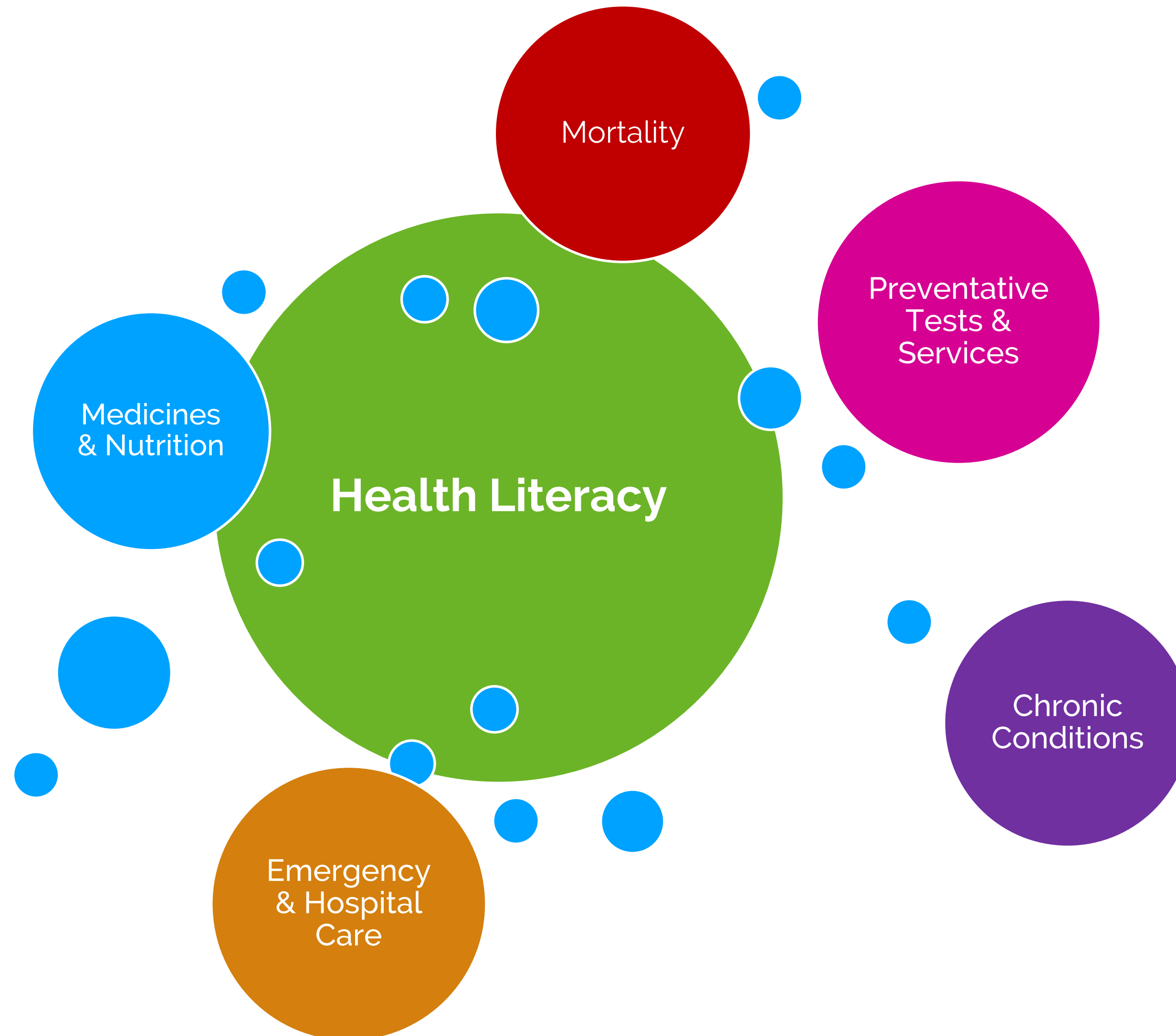
Households Where Limited English is Spoken

The percentage of households where no adult speaks English "very well."



Health Literacy in Delaware

Impact on Patient Outcomes





Health Literacy Universal Precautions

Best Practices

Table 2 Health Literacy Practices Ranked by Mean Rating

Rank	Health Literacy Practice
1 ★	Consistently avoids using medical “jargon” in oral and written communication with patients, and defines unavoidable jargon in lay terms
2 ★	Routinely uses a “teach back” or “show me” technique to check for understanding and correct misunderstandings in a variety of health care settings, including during the informed consent process
3	Consistently elicits questions from patients through a “patient-centered” approach (e.g., “what questions do you have?”, rather than “do you have any questions?”)
4	Consistently uses a “universal precautions” approach to oral and written communication with patients
5	Routinely recommends the use of professional medical interpreter services for patients whose preferred language is other than English
6	Consistently negotiates a mutual agenda with patients at the outset of encounters
7 ★	Routinely emphasizes one to three “need-to-know” or “need-to-do” concepts during a given patient encounter
8	Consistently elicits the full list of patient concerns at the outset of encounters
9 ★	Routinely ensures that patients understand at minimum: (1) what their main problem is, (2) what is recommended that they do about it, and (3) why this is important
10	Routinely uses short action-oriented statements, which focus on answering the patient's question, “what do I need to do” in oral and written communication with patients
11 ★	Consistently locates and uses literacy-appropriate patient education materials, when needed and available, to reinforce oral communication, and reviews such materials with patients, underlining or highlighting key information

Establish trust

- Greet patients warmly
- Listen actively and carefully
- Use caring behaviors



Prioritize Information

- Consider the patient's goals
- Limit topics
 - ✓ **Need to know**
 - ✓ **Need to do**
- Repeat key points
- Chunk & check



Speak Plainly

- Slow down
- Use patient words
- Avoid jargon
- Avoid acronyms
- Define terms



Speaking plainly includes using interpreter services for patients and families whose preferred language is not English.

Avoid medical jargon



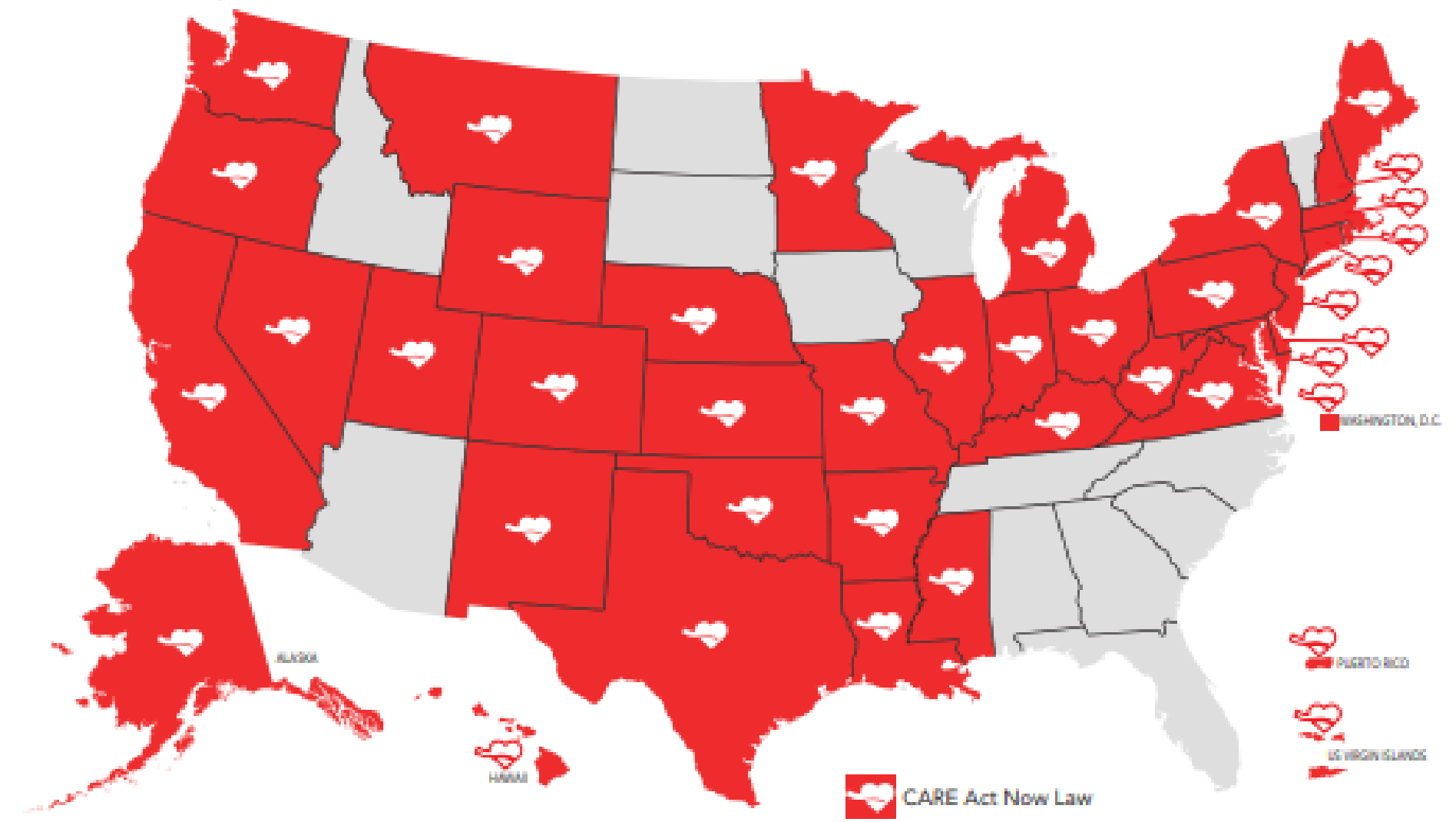
[Medical Jargon](#)

Include the family caregiver

- Include the family caregiver in discharge teaching.
- Educate the family caregiver on tasks that need to be done at home.
- Record the name of the family caregiver in the medical record.

The Caregiver Advise, Record, Enable (CARE) Act

The CARE Act is a commonsense solution that supports family caregivers when their loved ones go into the hospital, and provides for instruction on the medical tasks they will need to perform when their loved ones return home.





How to use teach-back

Explain key points using plain language

Ask patients to explain things back in **their own words**

Re-explain key points as needed

Check again

Why use Teach-Back?



[Inhaler Fail](#)

Teach-Back: Empower



**Were we clear?
Let us hear!**

When you get information about your health, **tell your care team** what you heard in your own words.

 ChristianaCare®

Have questions?

It's your health.

Just Ask!



 ChristianaCare®

On ChristianaCare.org



1. Go to www.christianacare.org.
2. Scroll to the bottom of the page.
3. Click on [▶ Health Library](#) in the bottom left corner.

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FOR THE LOVE OF HEALTH™

We serve our neighbors as respectful, expert, caring partners in their health. We do this by creating innovative, effective, affordable systems of care that our neighbors value.

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ChristianaCare In the News

ChristianaCare receives \$10.56 million grant for cancer research

ChristianaCare to offer 12 weeks parental leave to employees

ChristianaCare signs Medicaid shared risk contracts

Upcoming Events & Classes

Feb 27 Mini-Medical School

Mar 5 Mini-Medical School

Mar 7 31st Annual Update in Cardiology
John H. Ammon Medical Education Center

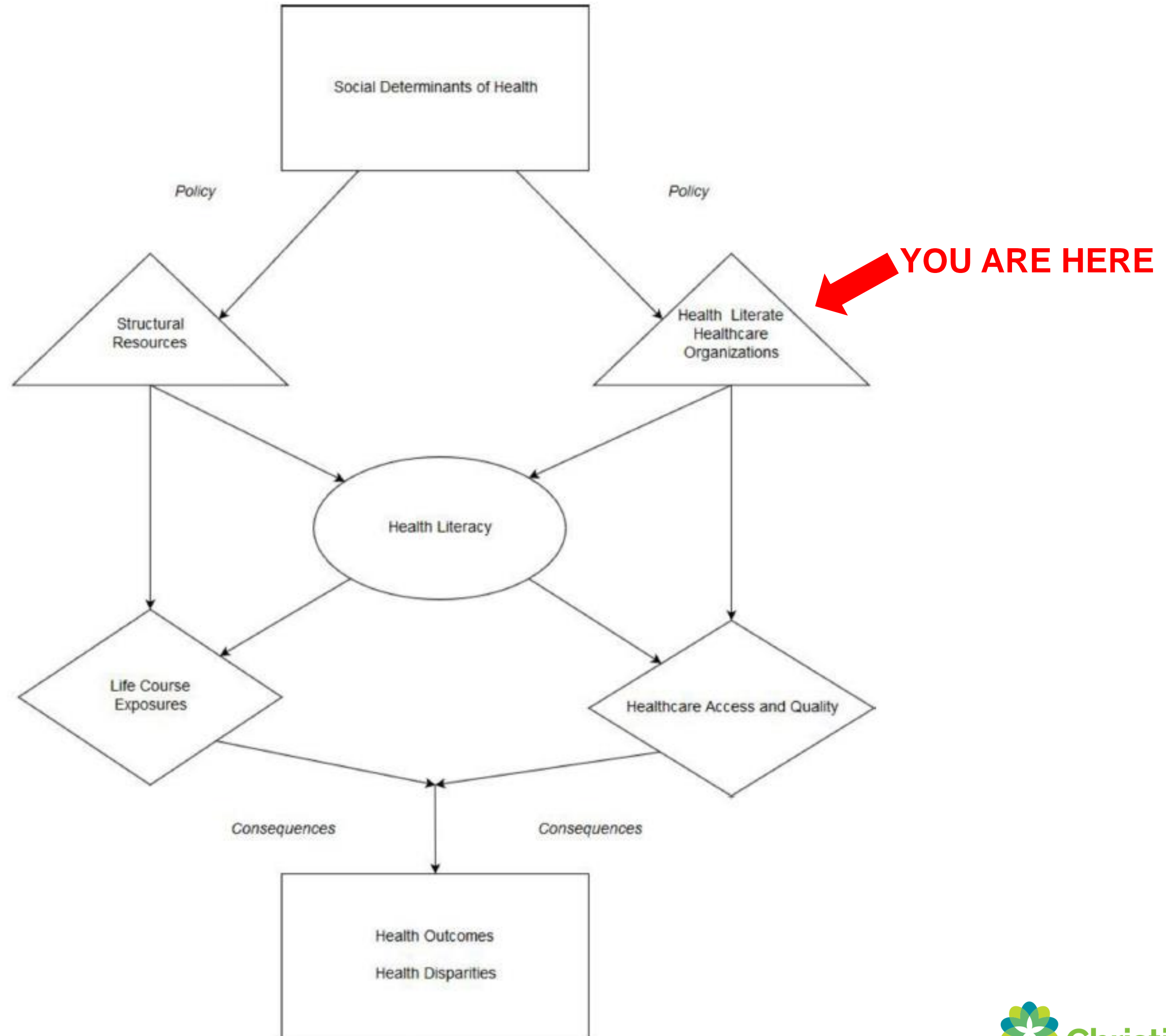
Mar 7 Boot Camp for New Dads®
Christiane Hospital campus

Mar 7 Boot Camp for New Moms @
Christiane Hospital campus

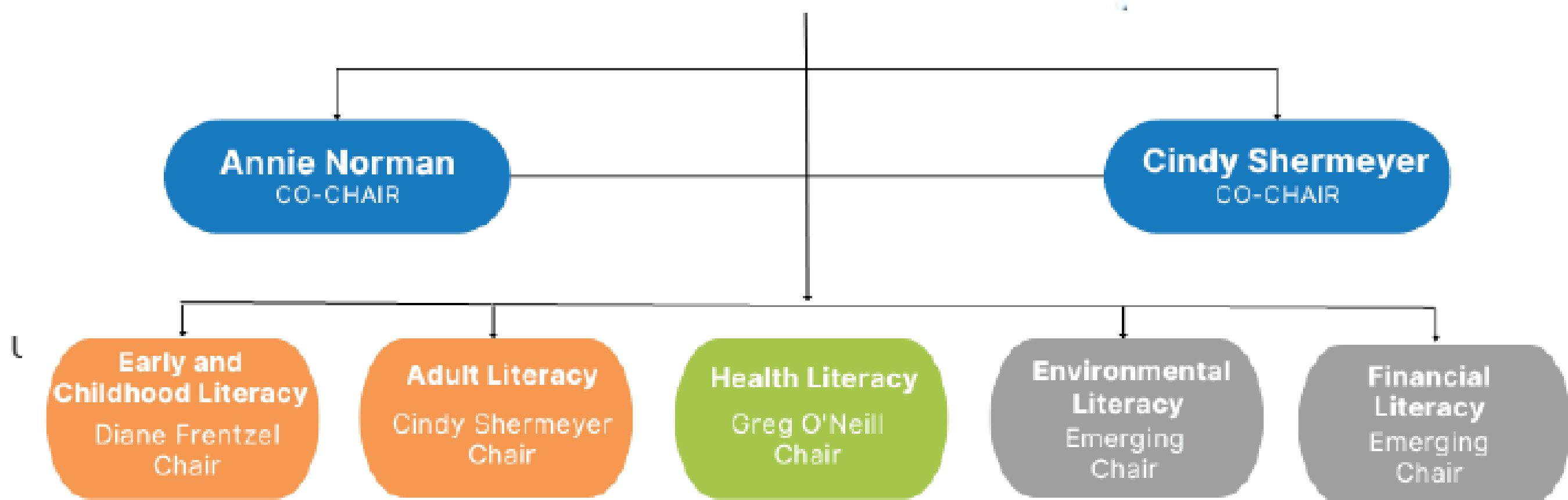


The Intersections Between Social Determinants of Health, Health Literacy, and Health Disparities

Dean Schillinger, M.D.
Professor of Medicine in Residence, University of California San Francisco (UCSF), U.S.A



Health Literacy Council of Delaware



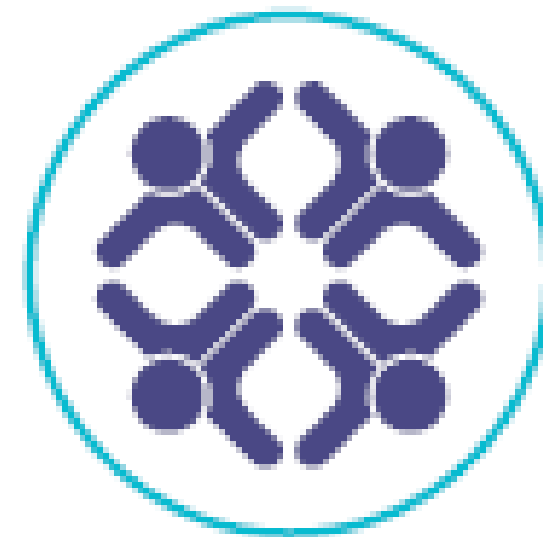


Creating Awareness to Affect Change

We are creating awareness and helping Delawareans understand their healthcare through these strategies:



**Policy & Advocacy
Subcommittee**



**Community Outreach &
Engagement Subcommittee**



**Education & Training
Subcommittee**



Thank you!

What questions do you have?