

Health Literacy & Numeracy

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Health Literacy & Numeracy

Your Patient's

- Define
- Why it is important?
 - (WIFM)
- Nuts and Bolts
 - Action Items your practice tomorrow.

Health Literacy Definitions

- Personal Health Literacy – Healthy People 2030
 - 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.
- Health Literacy – (IOM & WHO)
 - **Comprises cognitive and psychosocial abilities** that serve as antecedents to health behavior.

Health Numeracy Definition

- American Journal of Preventive Medicine 29:375
 - The degree to which individuals have the capacity to access, process, interpret, communicate, and act on numerical, quantitative, graphical, biostatistical and probabilistic health information needed to make health decisions.
- CDC
 - The ability to access, use, interpret, and communicate mathematical information and ideas, to engage in and manage mathematical demands for a range of situations in adult life.

<https://www.ahrq.gov/health-literacy/professional-training/shared-decision/tool/resource-5.html>
<https://www.cdc.gov/healthliteracy/learn/UnderstandingLiteracy.html>

Improving your patients health literacy

Why?

- Outcomes
 - Diabetes
 - Hypertension
 - Medication Adherence
 - Pain Control
- Decrease Burnout
 - Social Connections
 - Compassion
 - Provider Satisfaction Increases
- Decrease Medical Malpractice Cases
 - Empathy
- Surveys of patients might go beyond a literacy assessment;
 - the use of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey developed by the Agency for Healthcare Research and Quality (AHRQ) includes health literacy-related questions pertaining to patient satisfaction with practitioner professionalism and spoken communication.

Types of Literacy & Numeracy Assessments

- **Single Health Literacy Screening Question (1 min)**
- **BRIEF Health Literacy Screening (2 min)**
- The Newest Vital Sign (3-6 min)
- Diabetes Numeracy Test (DNT)
- Rapid Estimate of Adult Literacy in Medicine (REALM -SF)

BRIEF Health Literacy Screening Tool (BRIEF)

Please circle the answer that best represents your response.

1. How often do you have someone help you read hospital materials?

1. Always
2. Often
3. Sometimes
4. Occasionally
5. Never

2. How often do you have problems learning about your medical condition because of difficulty understanding written information?

1. Always
2. Often
3. Sometimes
4. Occasionally
5. Never

3. How often do you have a problem understanding what is told to you about your medical condition?

1. Always
2. Often
3. Sometimes
4. Occasionally
5. Never

4. How confident are you filling out medical forms by yourself?

1. Not at all
2. A little bit
3. Somewhat
4. Quite a bit
5. Extremely

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Medication Adherence Numeracy

- 49% - instead use $\frac{1}{2}$
- 13% instead use 13 out of 100
- Pain scale
- EMR
 - Template for key medications

Figure 2. Universal medication schedule

Take	1 pill in the morning (bedtime)
Take	1 pill in the morning 1 pill in the evening
Take	1 pill in the morning 1 pill at noon 1 pill in the evening
Take	1 pill in the morning 1 pill at noon 1 pill in the evening 1 pill at bedtime

🕒 Morning: 6-8 am

🕒 Noon: 11-1 pm

🕒 Evening: 4-6 pm

🕒 Bedtime: 9-11 pm

Source: IOM Workshop summary ⁵²

Staff Education Strategies

- Medication Adherence
 - Brown Bag It – Marketing
 - Use Your Real Estate - Poster
- Education on accessing the portal

Bring ALL Your Medicines to EVERY Appointment!



This includes:

- Prescription medicines.
- Over-the-counter medicines.
- Herbal medicines.
- Vitamins and supplements.

Your doctor will go over them with you to:

- Review what you are taking.
- Make sure you are taking them correctly.
- See if you can take fewer medicines.



AHRQ Health Literacy Universal Precautions Toolkit 2nd Edition:
Medicine Review Poster

Key Strategies

- Smile and Eye Contact
- Acknowledge Wait – Apologize
- Limit Content – Repeat key points
- Begin with
 - How can I help.....
 - One Non-medical gesture
- Use Your Real Estate - Poster

Key Communication Strategies

- Warm Greeting
- Eye Contact
- Listen
- Use Plain, Non-Medical Language
- Slow Down
- Limit Content
- Show How It's Done
- Use Teach-Back
- Repeat Key Points
- Use Graphics
- Invite Patient Participation
- Encourage Questions

AHRQ Health Literacy Universal Precautions Toolkit 2nd Edition:
Key Communication Strategies Poster

Thank You !