



End-Stage Renal Disease
Network Program

Health Literacy Barriers and Strategies to Decreasing Acute Incidents

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Assessing your Populations Health Literacy

Health Literacy is key to:



- Making informed decisions about healthcare
- Maintaining a healthy lifestyle
 - Only 12% of the American population has proficient health literacy skills

If many adults have a hard time completing routine health tasks like reading and understanding drug labels/discharge paperwork or reading the directions to the closest health center. How can we as healthcare workers increase health literacy to decrease acute care incidents for our patients?



Objectives

At the end of this presentation, you will be able to:

Define health literacy

Explain why health literacy is important

Identify who has low health literacy

Explain the impact low health literacy has on patients

Explain what kind of barriers patients with low health literacy have

Give strategies to mitigate low health literacy barriers

Provide sign and symptom education and teaching to our patients

A close-up, high-angle photograph of a silver stethoscope resting on a white surface. The stethoscope's chest piece, with its characteristic circular binaural and a central diaphragm, is the primary focus. The tubing is black and curves out of the frame. The image is positioned on the left side of the slide, partially overlapping the main text area.

What is Health Literacy?

- Health Literacy per Healthy People 2030 is defined as:
 - *Personal health literacy is the degree to which individuals can 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 is Health Literacy Important

Fundamental skill

- Informed decision making
- Disease Prevention
- Improved healthcare outcomes
- Effective communication with healthcare providers
- Reduction of health disparities
- Builds trust with the provider
- Increase patient willingness to advocate for personal health

Why is Health Literacy Important

What is low health literacy linked to:

Low health literacy is linked to:



Increased visits to
emergency room



Increased
hospital stays



Less likely to
follow treatment



Higher
mortality rates



9 out of 10 Americans have
limited health literacy

Who has Low Health Literacy



- Socioeconomically Disadvantaged Individuals
- Older Adults
- Individuals with limited English proficiency (LEP)
- Immigrants and Refugees
- Rural and Remote Communities
- Individuals with Limited Health Education

Statistics



2/3

OF OLDER ADULTS
DO NOT UNDERSTAND
BASIC HEALTH
INFORMATION.ⁱⁱ



4x

PATIENTS WITH
LOW HEALTH LITERACY
COST FOUR TIMES AS MUCH
AS PATIENTS WITH
HIGH HEALTH LITERACY.ⁱⁱⁱ

What is the Impact of Low Health Literacy



Low Health Literacy can Result In:

- Medication errors
- Low rates of treatment compliance
- Reduced use of preventative services
- Ineffective management of chronic conditions
- Longer hospital stays
- Poor responsiveness to public health emergencies
- Higher Mortality

Alerts of Low Health Literacy in Patients



Missing
Appointments



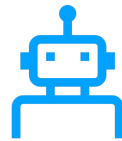
Incomplete Forms



Non-compliance



Unable to name
medications



Unable to explain the
purpose of
medications



Ask few questions



Lack of follow-up on
tests and referrals

Barriers to Consider with Low Health Literacy

- Limited Reading and Comprehension Skills
- Numeracy Challenges
- Language and Cultural Differences
- Limited Access to Information
- Stigma and Shame
- Digital Inequality
- Social Determinants of Health (SDoH)

Strategies to Mitigate Those Barriers

How to Provide a Universal Approach Using Health Literacy

Delivering Care and Structuring Delivery of care, as if everyone may have some health literacy

- Unable to tell someone's literacy by the way they look
- Anxiety can reduce the ability of a patient to manage health information
- Understanding that even a patient that has high literacy skills may not understand health-related information
- Benefits for everyone when providing clear communication

Strategies to Mitigate Those Barriers



What we Know:



WRITTEN MATERIAL, WHEN USED ALONE, WILL NOT PROPERLY INFORM.



FOCUS NEEDS TO BE “NEED-TO-KNOW” AND “NEED-TO-DO”



PATIENTS WITH LOWER LITERACY TEND TO ASK FEWER QUESTIONS.



PATIENTS PREFER SPEAKING WITH THEIR CLINICIANS ON THE MESSAGE BEING SENT ALONG WITH PAMPHLETS.

Strategies to Mitigate Those Barriers

Tips for Healthcare Workers



Use plain
language

Limit
information to
no more than 5
key points

Be specific

Demonstrate,
draw pictures,
use models

Repeat or
summarize

Teach-Back

Be positive

Be hopeful

Be empowering

Strategies to Mitigate Those Barriers

Examples of Using Plain Language

- Annual = Yearly
- Arthritis = Pain in joints
- Cardiovascular = Heart
- Dermatologist = Skin doctor
- Diabetes = Sugar levels in the blood
- Hypotension = Low Blood Pressure
- Hypertension = High Blood Pressure



Strategies to Mitigate Barriers

Teaching Patients to Reduce Hospitalizations and ER Visits



- Empowering patients with knowledge and skills to make informed decisions about their care
- Patients will play a more active role in managing their health and seeking care when needed
- Will result in a reduction of unnecessary healthcare utilization and improved outcomes



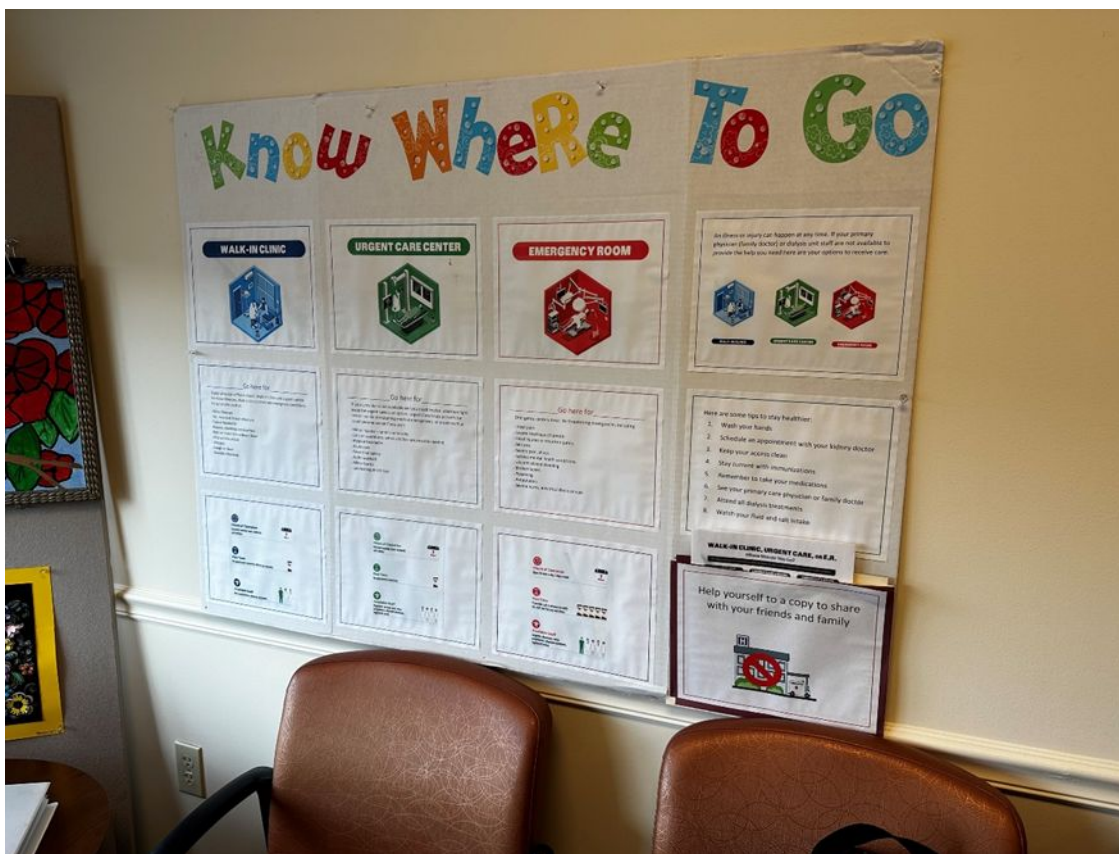
Facility Activities to Reduce Hospitalizations and Emergency Room Visits

- Ways to engage your patients
- Ways to engage your staff



Sign and Symptom Education & Teaching

Lobby



NW9 OH 362717 Center for Dialysis Care, Oakwood (Center for Dialysis Care)



Sometimes you need to make a quick decision about where you should go to seek medical attention. Here's a guide to help you get the care you need when you need it!

If you need assistance contact your dialysis unit during operation hours. When in doubt, dial 911.



Condition, Signs, Symptoms	Primary Care Doctor	Urgent Care Facility	Hospital Emergency Department
Abscess that needs to be drained (painful sore with pus)			♦
Allergic reaction (sudden swelling of face or neck, having trouble breathing)			♦
Allergies (seasonal)	♦	♦	
Asthma attack		♦	
Bleeding that will not stop			♦
Shortness of breath			♦
Broken bone		♦	
Broken bone (bone sticking out of the skin)			♦
Burn (minor)	♦	♦	
Burn (white or charred – severe)			♦
Cast problem (wet or soiled)			♦
Chest pain			♦
Cold	♦	♦	
Cough	♦	♦	
Cut (skin surface – minor)		♦	
Cut (deep cut, needing stitches – severe)			♦
Dehydration (weak, dizzy, fever; headache, unable to keep fluids or foods down)			♦
Diarrhea	♦	♦	
Dizziness (failing, unable to stand)		♦	♦
Dog bite		♦	♦
Ears/eye	♦	♦	

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Condition, Signs, Symptoms	Primary Care Doctor	Urgent Care Facility	Hospital Emergency Department
Fainting			♦
Fever	♦	♦	
Headache	♦	♦	
Head injury (without loss of consciousness [not blacking out])		♦	♦
Head injury (blacking out)			♦
Insect bite	♦	♦	
Nausea/vomiting	♦	♦	
Pink eye	♦	♦	
Pneumonia (persistent cough, shortness of breath, fever, weakness, and/or chest soreness)			♦
Poisoning			♦
Rash	♦	♦	
Seizure (convulsions and/or blacking out)			♦
Sepsis (confusion, shortness of breath, high heart rate, fever, pain, clammy and/or sweaty skin)			♦
Sore throat	♦	♦	
Muscle sprain/strain	♦	♦	
Severe stomach pain			♦
Swallowed object			♦
Urinary infection (pressure, pain, or blood and/or more frequent urination)	♦	♦	
Vomiting	♦	♦	
Change in mental state (confusion, disorientation, being unsure of who or where you are)			♦



For more information or to file a grievance, please contact us:
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Sign and Symptom Education & Teaching

What the Educator will Provide to the Patient



- Comprehensive education on common signs and symptoms associated with various health conditions
- Teach the patient red flags
- Education to the patient on the different levels of care
- Teach the patient decision-making framework
- Encourage communication
- Provide resources and tools
- Reinforcement and Follow-up

Signs and Symptoms Education & Teaching



Instructions for Facility Interactive Activity

- The resource provided by the Network on "What Type of Care Do I Need?" will be distributed to both staff and patients by the Facilities department.
- Facilities will provide staff with cut-out flashcards, each representing a different condition, sign, or symptom from the resource.
- During or before treatment, staff will offer patients one of these flashcards, initiating a conversation about the patient's potential care path based on the selected flashcard.
- Staff will also use the resource to assess if the patient's chosen path aligns with the recommendations.
- If the patient's choice does not align, this presents an opportunity for an educational session with the relevant staff member.
- This process aims to promote communication and address any potential barriers patients may encounter in accessing the appropriate care they need.

Resources



- Centers for Health Care Strategies, INC
- Health Literacy Reports and Publications
- <https://www.ahrq.gov/health-literacy/improve/precautions/1stedition/tool3.html>
- <https://health.gov/healthypeople/priority-areas/health-literacy-healthy-people-2030>
- <https://www.hhs.gov/civil-rights/for-individuals/special-topics/limited-english-proficiency/index.html>

Thank You



**End-Stage Renal Disease
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Schedule a meeting (Please Click the Link) <https://calendly.com/kchorbaiproesrd/30min>

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