

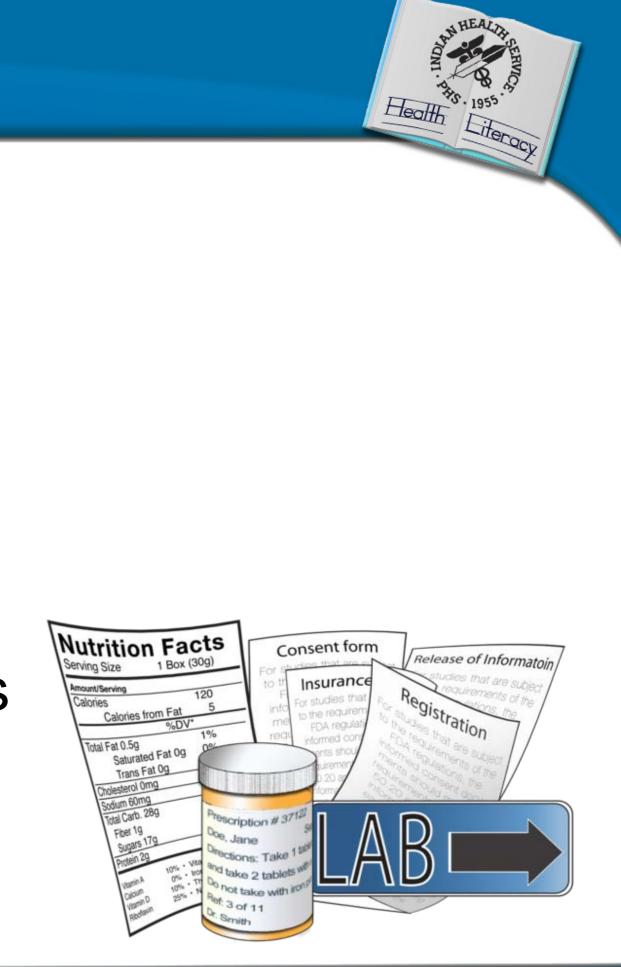
### What is Health Literacy?

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



## Examples of Health Literacy:

- Reading instructions
- Understanding medication bottles
- Knowing how to get to the lab
- Understand lab results
- Able to read and understand food labels
- Making appointments



## Risks of Low Health Literacy

People with low health literacy:

- Are less able to care for their chronic conditions
- Use more healthcare services
- Have higher mortality rates
- Are more likely to engage in unsafe or inappropriate use of prescription or over-the-counter medications
- Are less likely to use preventive health services



## Goals for Improving Health Literacy

# All people have the right to health information that helps them make informed decisions.

Health services should be delivered in ways that are easy to understand and that improve health, longevity, and quality of life.



# How do you know if someone has low health literacy?

# You Don't!



Healt



Assume that all patients may have difficulty comprehending health information and accessing health services.

- Minimize the risk of miscommunication:
  - Simplify communication
  - Confirm comprehension
- Make the office environment easier to navigate
- Supporting patients' efforts to improve their health through patient engagement



Heat

**REALM:** Requires patients to read and pronounce common medical terms. It has been used to assess health literacy among many different patient populations.

**Brief Questionnaire:** 16 questions asking the patient's opinion on their ability to complete common health care tasks such as filling out forms and reading prescription labels.

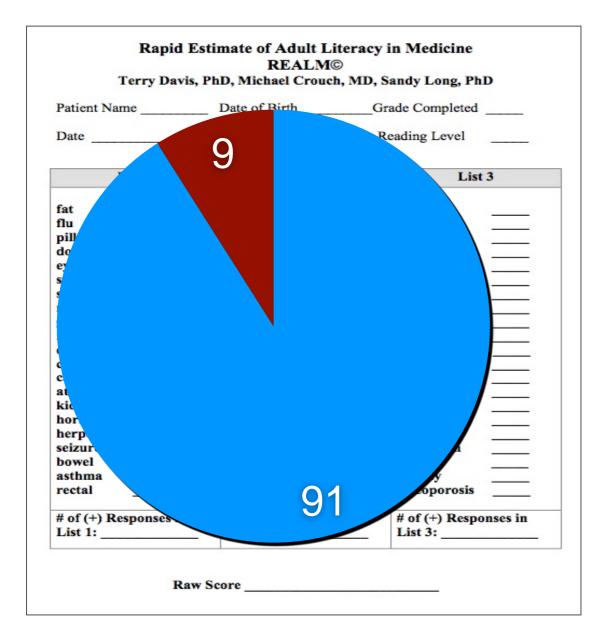
**Newest Vital Sign:** Asks the patient to read and answer questions about an ice cream food labels (calculations).

**Test of Functional Health Literacy in Adults (TOFHLA)**: uses healthcare materials to screen numeracy and reading comprehension.



Heal

# **IHS Early Testing for Health Literacy**

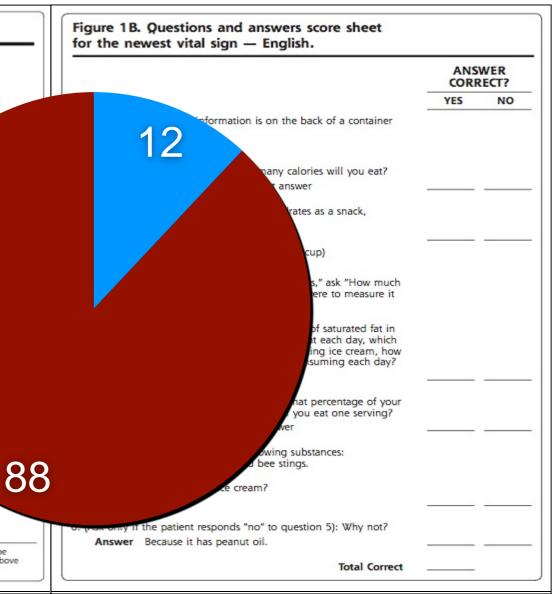


Adequate Health Literacy

Low Health Literacy

Nutrition Facts	
Serving Size	1/2 cup
Servings per container	4
Amount per serving	
Calories 250	F
Total Fat 13g	
Sat Fat 9g	
Cholesterol 28mg	
Sodium 55mg	
Total Carbohydrate 30g	
Dietary Fiber 2g	
Sugars 23g	
Protein 4g	<b>x</b>
* Percent Daily Values (DV) are b	as
calorie diet. Your daily values may	
lower depending on your calorie I Ingredients: Cream, Skim Milk, I	
Water, Egg Yolks, Brown Sugar, M	
Oil, Sugar, Butter, Salt, Carragee Extract.	
Note; This single scenario is the final English version of the size should be 14-point (as shown above) or larger. Patients	newest vital sign. The are presented with t





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Adequate Health Literacy Low Health Literacy

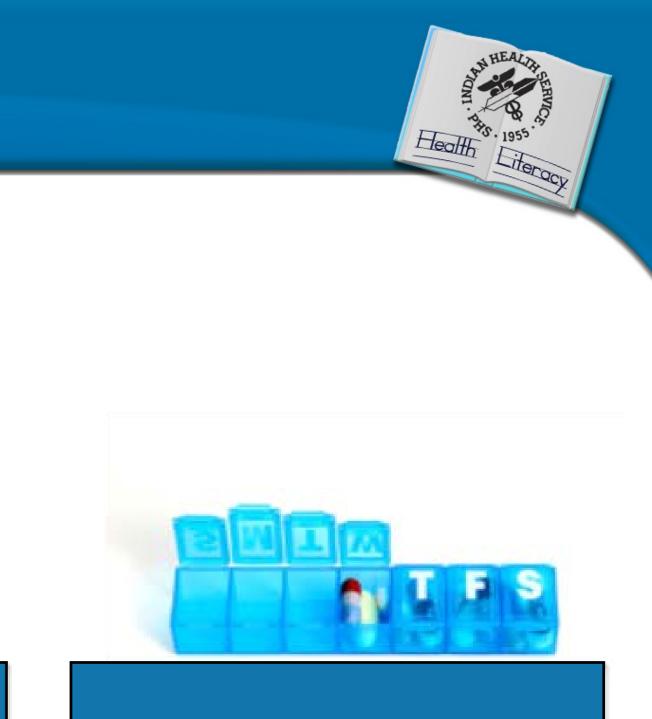
### How to Use Universal Precautions





### Understanding Health Information

### Navigating the Health System



### Engaging in Self Care

## **Understanding Health Information**



# Plain Language

### Plain language is:

- Using commonly known and understood words and terms
- Eliminating non-essential info

### Plain language is not: "Dumbing-down" Talking down to a person

### The goal is to communicate at a 6-8th grade reading level.



- Use simpler words (1-2 syllables).
- Use familiar words (avoid jargon and legalese).

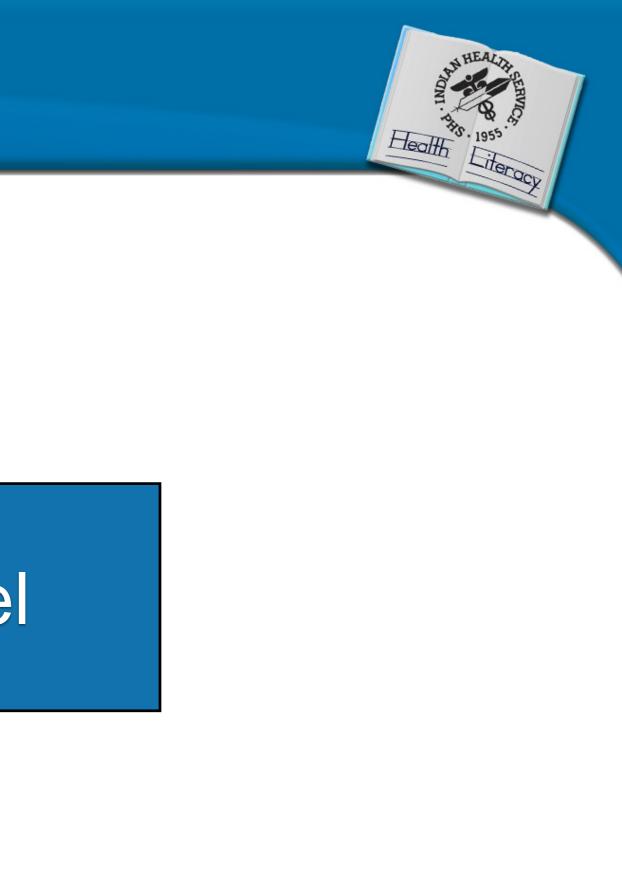






### Cardiovascular

### Heart or Blood Vessel



### Assistance

### Help



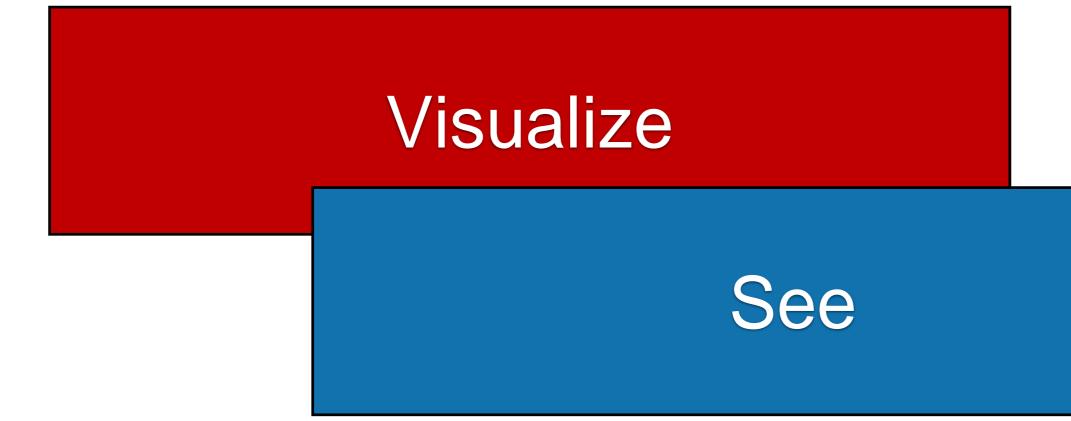
### Remainder

### The rest

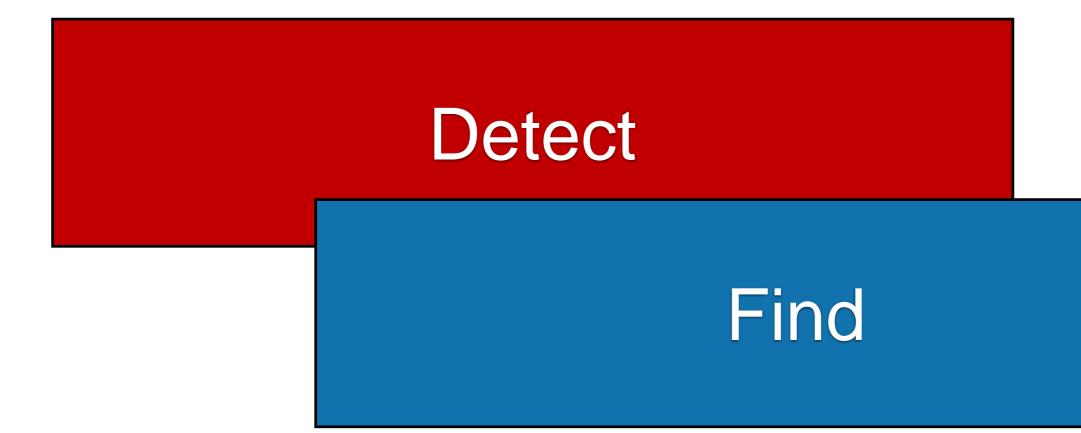














### Be Consistent with Words

You need to get an x-ray.

This is a test that will let us see your lungs.

This exam will be done in the Radiology department.

The procedure will take about 15 minutes.

You need to get an x-ray.

This is a test that will let us see your lungs.

This test will be done in the Radiology department.

The test will take about 15 minutes.



Health information that is culturally relevant is more likely to be considered by the patient.

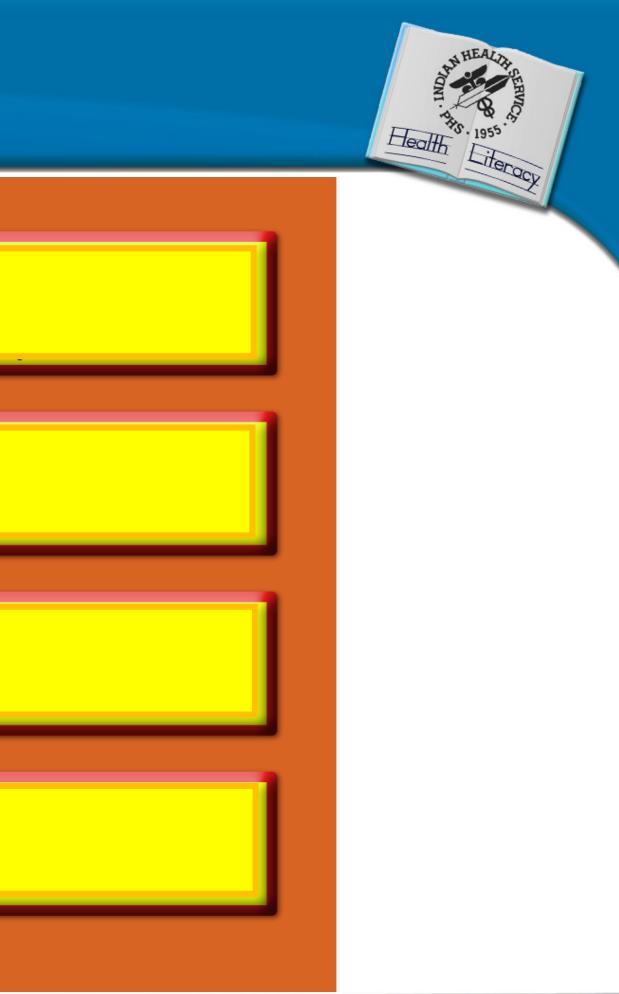
- Be respectful of Native remedies
- Be aware of cultural body language
- Consider cultural activities (e.g. sweat lodge)
- Don't be afraid to ask or talk about culture and beliefs



# Navigating the Health System



# Navigating the System



# Engaging in Self-Care

"A concept that combines a patient's knowledge, skills, ability and willingness to manage his own health and care with interventions designed to increase activation and promote positive patient behavior."



# Patient Engagement

- Taking medications as prescribed
- Making healthy food choices
- Becoming physically active
- Avoiding unhealthy activities



# CHRs and Patient Engagement

- Check on how medication is being stored
  - Is it being stockpiled?
  - Does it look like the patient is taking it?
  - Ask the patient
- Ask the patient how they are keeping healthy.
  - Listening is important
  - Provide encouragement
  - Share community resources



### Personal Health Records



#### Please wait, while the system is processing your request ...

#### What is the Personal Health Record?

The Indian Health Service Personal Health Record (PHR) can help you access your health information. You can track medications and lab results, contact your health care provider, and much more - all from the privacy of your personal computer and mobile device.

#### Who can use the Personal Health Record?

Any patient within the Indian Health System can register to use the PHR. As part of the registration process, patients must verify their identity at an Indian Health Service, tribal, or urban health care facility.





#### When should I use the Personal Health Record?

The PHR is a tool that provides you with timely access to your health information. It is not a substitute for meeting with your health provider. If you are experiencing a medical emergency, call 911 or go immediately to the closest emergency room.

#### Register to use PHR

PHR L	ogin
* Indicates Re	quired Fie
Username	• Us
Password	Pa
Login	Forgot U

#### PHR Maintenance

The PHR is updated on Thursdays between 10 pm and 11 pm Eastern Time (9pm-10pm CT, 8pm-9pm MT, 7pm-8pm PT). You may not be able to log into your PHR during this time. We apologize for any problem this may cause. Thank you for your patience. If you have questions, please contact your healthcare facility.

#### eld.

Isername

assword

Username or Password?



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### My Health Records

This page displays your most recent five (5) visits. To view all your visits, click Show All My Visits.

Choose a health care facility by clicking on a Facility Name below to view your health information.

The Visit Date is the most recent day you had an appointment.

The Last Updated Date is when new information was added. This may be after your last visit date.

Click on the disk icon to download a file that has your health information for that visit. This can be shared with another health care provider.

#### **Outpatient Visits**

Facility Name	Visit Date -
Ciha Hospital	06/25/2010

My PHR Settings

### **My Account Information**

View my activity log Update my PHR profile settings and change my password Manage my Accounts

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Save

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Last Updated -

05/7/2016 21:41:17





### Appointments List

My Info

Medications

Health Issues

**Test Results** 

Immunizations

Vital Signs

My Messages (0)

Procedures

For More Information

Download My Data

### CHRISTOPHER LAMER

My health information from: CIHA HOSPITAL: Last Updated: May 7, 2016, 21:41:17 -0400

#### **Clinical Reminders**

Blood Pressure Screening Blood pressure is a good measure of health. You should have your blood pressure checked at every visit or at least once a year. Ask your health care provider to check your blood pressure at your next visit.

**BMI** Weight and Body Mass Index are good measures of your health. Your healthy weight and Body Mass Index depend on how tall you are. We could not find a recent weight in your medical record. You should have your weight rechecked at your next visit. We could not find a recent height in your medical record. You should have your height rechecked at your next visit.

Ask your Provider Every time you talk to a health care provider, ask these questions:1. What is my main problem?2. What do I need to do?3. Why is it important for me to do this?

#### **Upcoming Tests**

No Upcoming Tests have been found

#### **Upcoming Appointments**

No Upcoming Appointments have been found

#### **Past and Future Referrals**

No Refferals have been found

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#### Appointments List

My Info

Medications

Health Issues

Test Results

Immunizations

Vital Signs

My Messages (0)

Procedures

For More Information

Download My Data

#### **CHRISTOPHER LAMER**

My health information from: CIHA HOSPITAL: Last Updated: May 7, 2016, 21:41:17 -0400

#### Medications

The information below contains a list of the medications that you are currently taking. Click on the Medication History tab to view a historical record. Use the My Messages page to send a secure message to request a Medication refill

Active Medications Medic

Medication History

Click once on a medication from the list below for instructions about how to use that medication (if available). Click again to make the drop box disappear, or click on the more info link for more information, such as possible side effects.

No Information about current medications has been found

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### My Health Records

This page displays your most recent five (5) visits. To view all your visits, click Show All My Visits.

Choose a health care facility by clicking on a Facility Name below to view your health information.

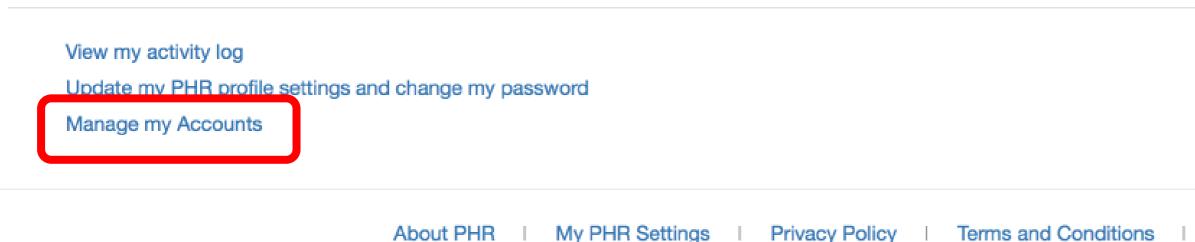
The Visit Date is the most recent day you had an appointment.

The Last Updated Date is when new information was added. This may be after your last visit date.

Click on the disk icon to download a file that has your health information for that visit. This can be shared with another health care provider.

# Outpatient Visits Facility Name Visit Date Ciha Hospital 06/25/2010

### **My Account Information**



Home | Help | Sign Out

Last Updated -

05/7/2016 21:41:17





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### My Accounts

My Personal Health Record (PHR): Click My Account to view your personal health information.

My Account

PHR Accounts I Can View: You have been granted access to view the following account(s). Click on a name to view that person's health information.

No one has granted you acess to view their PHR.

### Manage Access to My Personal Health Record

To add, change, or remove an individual's access to view your personal health information, click Add/Update Account Access.

Add/Update Account Access

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### Manage Access to My Personal Health Record (PHR)

The table below shows the people who can view your personal health information. If no one is listed, you have not given anyone access.

Click the Add Access button to give people access to your personal health information.

If you have given someone access, you can do one of the following: Click on the Update Access icon to change the type of information they can see. Click on the Delete Access icon to remove their access to your personal health information.



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### Add Access to Your Personal Health Record (PHR)

To grant others access to your PHR, complete the form below and click the Verify User Name button to continue.

Giving others access will allow them to view all or part of your personal health information.

<ul> <li>Indicates Required Field.</li> </ul>		
PHR User Name*	User Name	
User First Name*	First Name	
User Last Name*	Last Name	
Verify User Name >>	Cancel	

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To grant others access to your PHR, complete the form below and click the Verify User Name button to continue.

<ul> <li>Indicates Required Field.</li> </ul>	
PHR User Name*	Demoemo1961
User First Name*	PHRwrsu
User Last Name*	Demo
Verify User Name >>	Cancel
Abour	t PHR I My PHR Settings   Privacy Policy   Terms and Conditions   (

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Indian Health Service Personal Health Record

### Personal Health Record (PHR) Access Types

The types of access you can give others is defined below.

#### PHR Access Type:

Full Access: The user can view all of your personal health information except for the My Messages section. The user can also download your visit information.

Limited Access: The user can only view the sections that you want them to view. You cannot give anyone access to the My Messages section.

Note: You can change access anytime on the Manage Access to My Personal Health Record page.

Next >>



Download CCD Appointments List My Info Medications Health Issues Test Results Immunizations Vital Signs My Messages × Procedures Hospital Admissions For More Information Download My Data

#### Choose the type of access you want to give.

\* Indicates Required Field.

#### Type of Access\*

<< Previous

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### Personal Health Record(PHR) Section Access

#### Complete the steps below.

Check the section(s) that you want to give access. Uncheck the section(s) that you do not want to give access. Click next to continue.

Appointments List Section :					
My Info Section :					
Medications Section :					
Health Issues :					
Test Results :					
My Immunizations :					
Vital Signs :					
Procedures :					
Hospital Admissions :					
Download My Data :					
<< Previous	Next >>		Cancel		
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### **Confirm Access**

Complete the steps below to grant access.		
Verify the information below.		
Click the Back button to make changes. Click the Add Access button to grant access.		
PHR User Name:	Demoemo1961	
Name:	Phrwrsu Demo	
Type of Access:	Limited Access	
Type of Access.	Limited Access	
<< Back Add Access	Cancel	

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If you have given som Click on the Update A	ccess icon to change the typ	be of information they can see.	update Access	Delete Access		

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My Account

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chrislamer

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To add, change, or remove an individual's access to view your personal health information, click Add/Update Account Access.

Add/Update Account Access

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### Health Records - chrislamer

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Facility Name	Visit Date -
Ciha Hospital	06/25/2010

### My Account Information

View my activity log Update my PHR profile settings and change my password Manage my Accounts

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Appointments List
My Info
Medications
Immunizations
Vital Signs
Procedures
For More Information

#### CHRISTOPHER LAMER

My health information from: CIHA HOSPITAL: Last Updated: May 7, 2016, 21:41:17 -0400

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**BMI** Weight and Body Mass Index are good measures of your health. Your healthy weight and Body Mass In We could not find a recent weight in your medical record. You should have your weight rechecked at your ne You should have your height rechecked at your next visit.

Ask your Provider Every time you talk to a health care provider, ask these questions:

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- 2. What do I need to do?
- 3. Why is it important for me to do this?

#### **Upcoming Tests**

No Upcoming Tests have been found

#### **Upcoming Appointments**

No Upcoming Appointments have been found

#### Past and Future Referrals

No Refferals have been found

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## Summary

# Universal Precautions



Understanding health information





Navigating health services

### **Use Plain Language**

Participating in self care



Health

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# Thank you!



Chris Lamer Chris.lamer@ihs.gov (615) 669-2747



# Additional Resources

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Indian Health Service https://www.ihs.gov/healthcommunications/





https://health.gov/communication/

Office of Disease Prevention and Health Promotion

Centers for Disease Control and Prevention https://www.cdc.gov/healthliteracy/index.html



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National Network of Libraries of Medicine https://nnlm.gov/professional-development/topics/health-literacy

Agency for Healthcare Research and Quality https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacytoolkit/index.html

