

# Health Literacy:

## A System Approach to Improve Health

Delia Rochon  
Intermountain Healthcare



March 2007

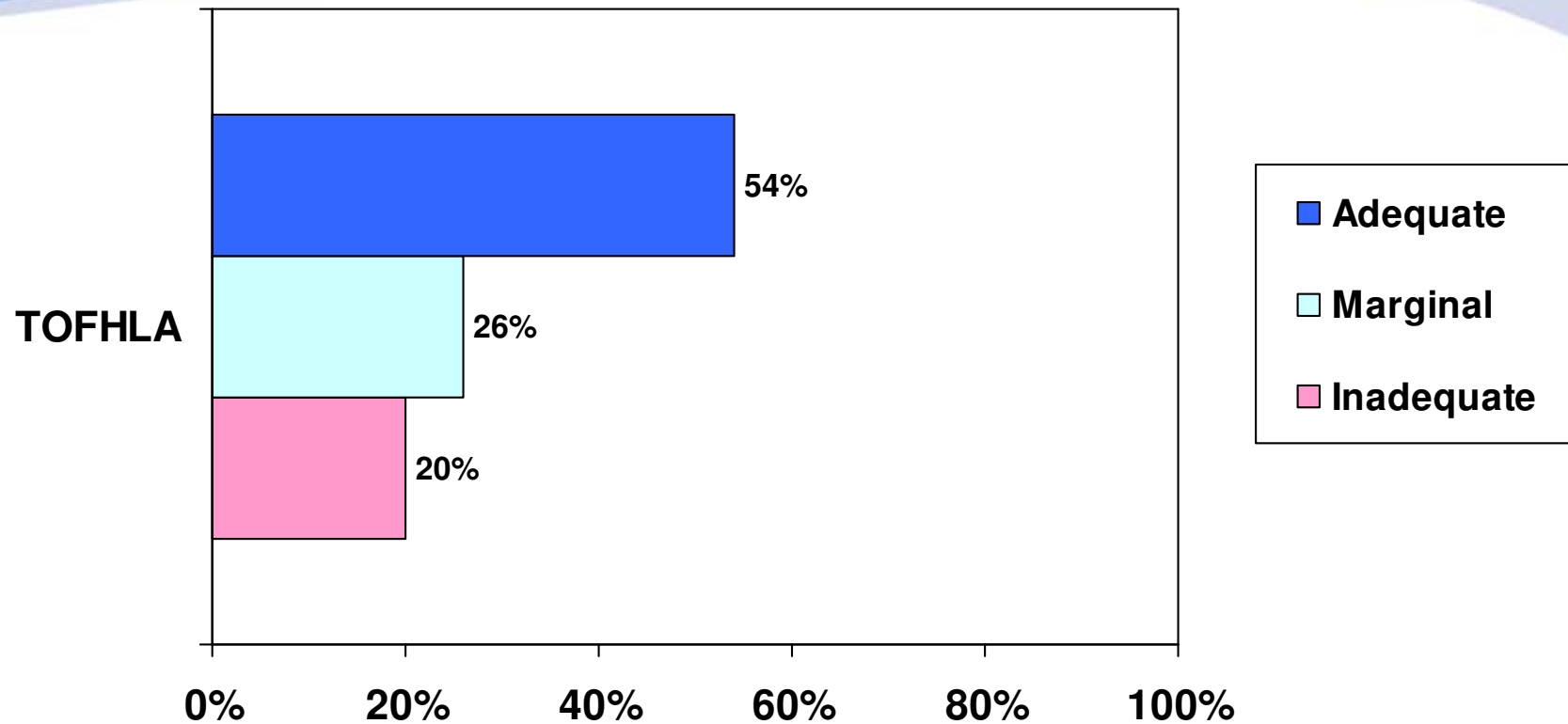
# Health Literacy Initiative

- § **Phase I – Assessment**  
September - December 2004
- § **Phase II – Baseline data**  
January - May 2005
- § **Phase III – Intervention**  
June – December 2005
- § **Phase IV – Evaluation**  
January – October 2006

# Phase I Assessment

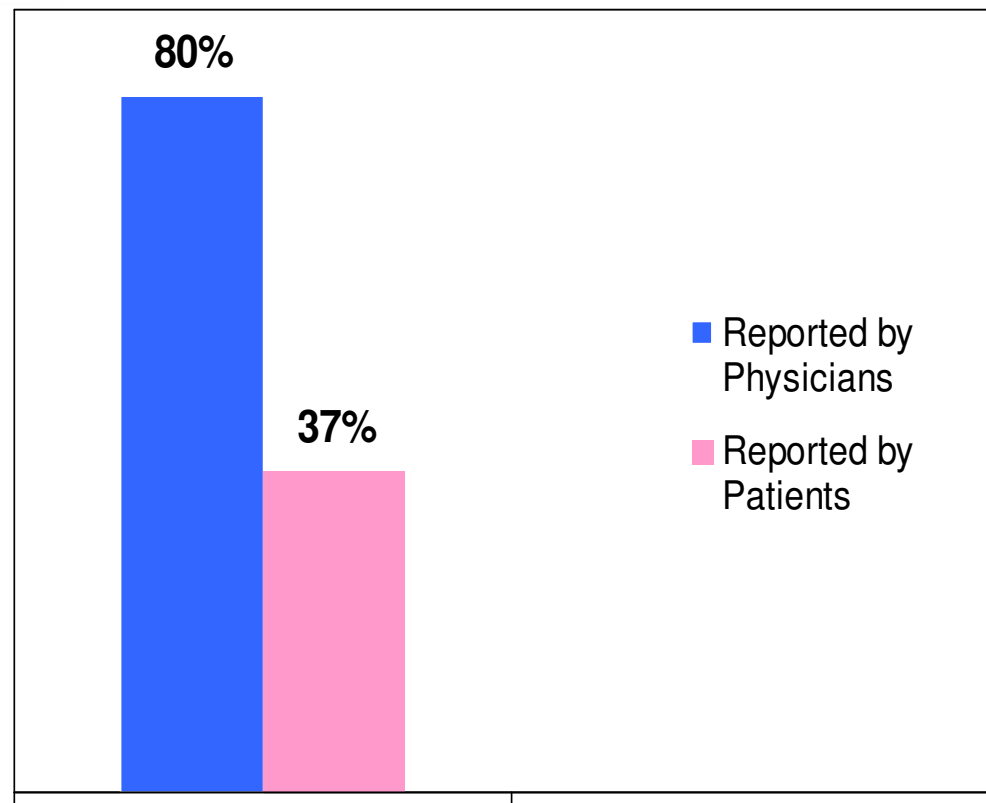
- § Identify functional literacy skills of patients
- § Verify level of awareness of providers
- § Identify key challenges

# Levels of Functional Literacy Related to Using Medications



Responses combined from 4 clinics

# Patients Leaving the Physician Office With a Good Understanding of What They Are Told



# Phase II Baseline Data

- § **Narrowed population for the intervention**

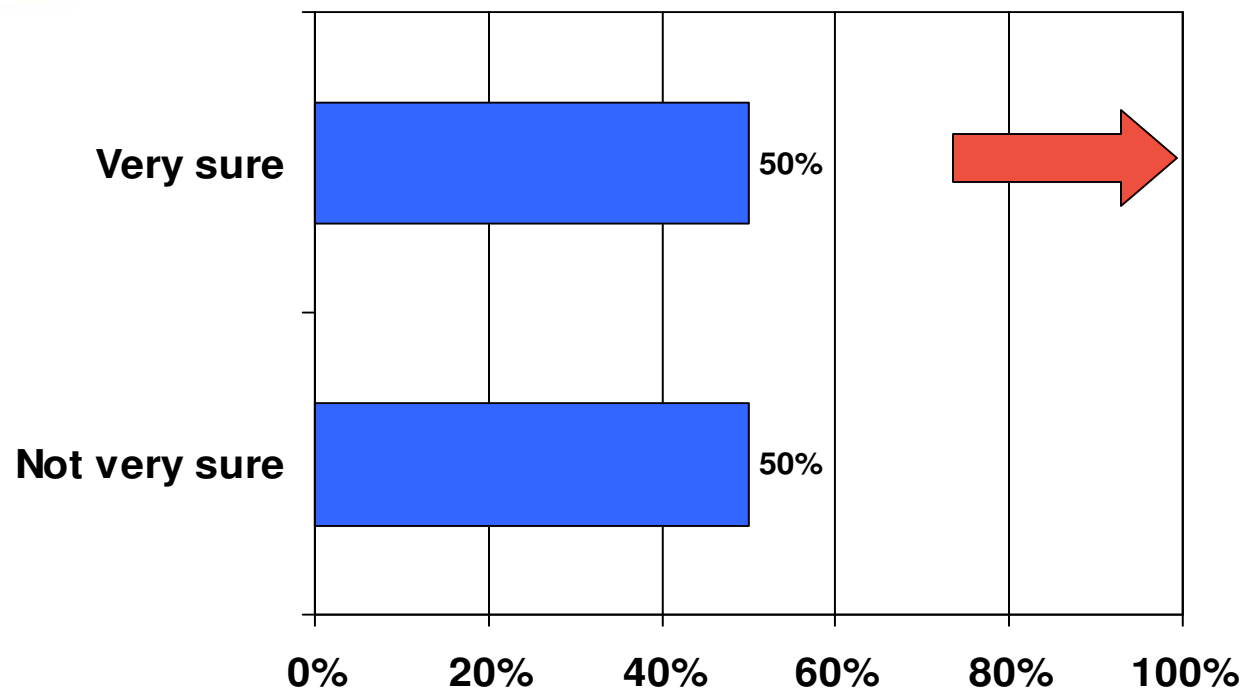
- § Intermountain Senior and Neighborhood clinics

- § **Administered questionnaire**

- § Specific to hyperlipidimia, hypertension, and diabetes

- § **Established baseline**

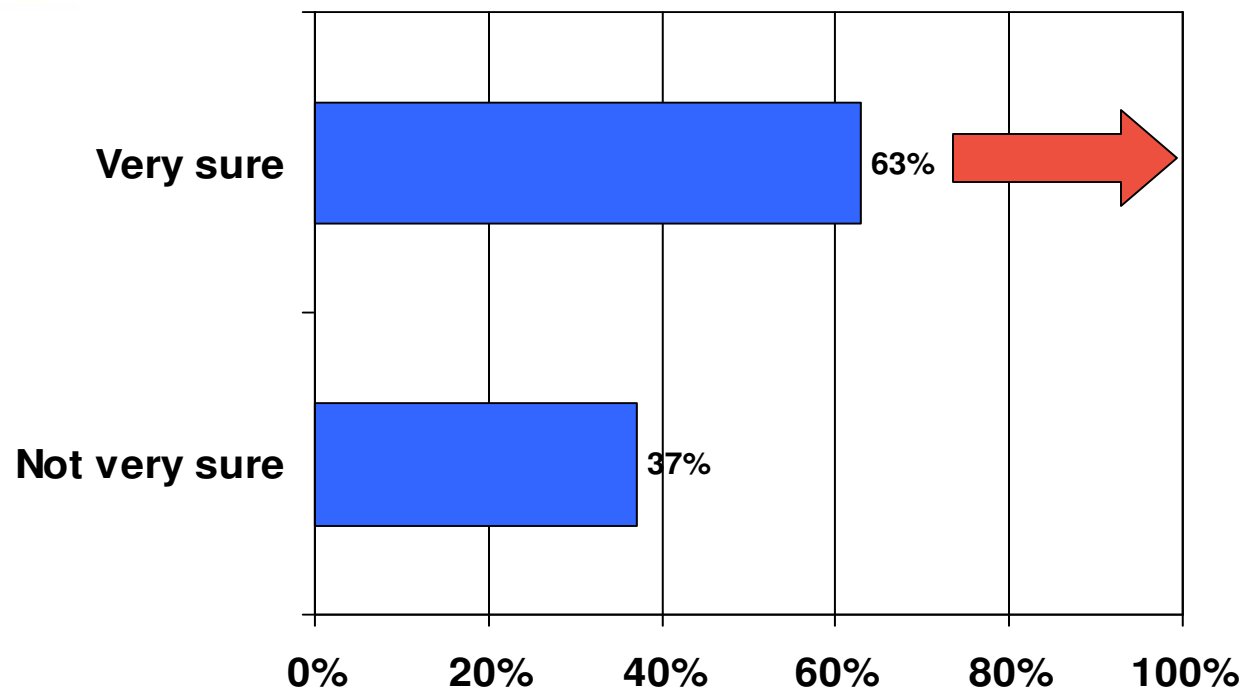
# Neighborhood Clinic: Confidence of Medication Usage



Among those who said "very sure" 43% took their medications incorrectly or didn't know what food/drink to avoid

Q2e. How sure are you that you are taking (target medication) correctly?

# Senior Clinic: Confidence of Medication Usage



Among those who said "very sure" 46% took their medications incorrectly or didn't know what food/drink to avoid

Q2e. How sure are you that you are taking (target medication) correctly?

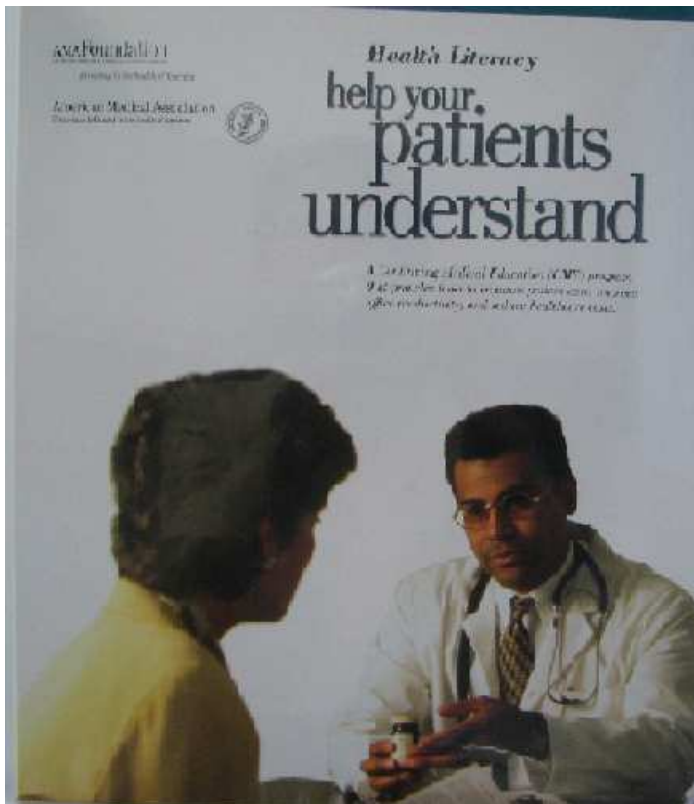
# Phase III Intervention

- § Health provider training
- § Patient education
- § Community education

# Phase III Expected Outcomes

- § Increase understanding of information
- § Increase adherence to treatment
- § Improve health

# Provider Training: AMA Tool Kit for Clinicians



- § Create a shame-free environment
- § Communicate clearly and simply
- § Teach in ways the patient learns best
- § Verify understanding

# Patient Education: Medication Management

MESSAGE FROM THE NEIGHBORHOOD CLINIC:

## BRING your bag!

Bring all your medications in their original containers to every clinic visit.

**Why?**  
To keep you safe and healthy, we need to see what you take, and how you take it.

**Please bring:**

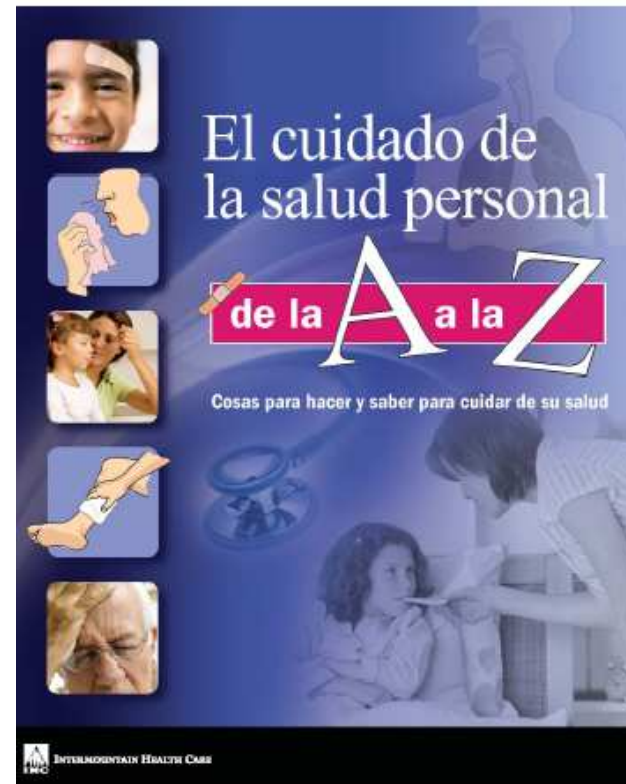
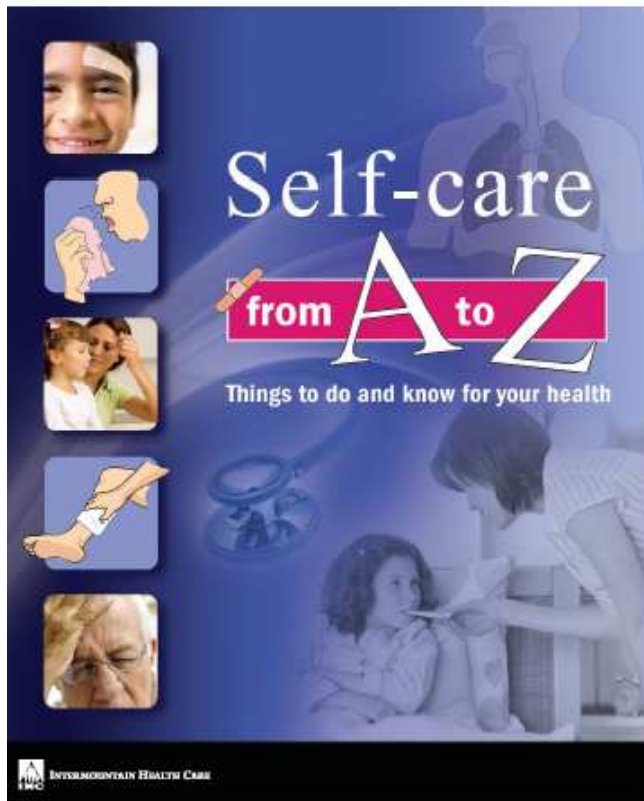
- all your medications—prescription and store-bought
- any vitamins, minerals, herbs, or supplements
- anything else you take for your health, from any country in the world

If you have a "Medication Manager" sheet, bring that, too!

Intermountain Healthcare

- § Review medication
- § Assess level of understanding and adherence
- § Provide educational aids

# Community Education: Self-Care Guide



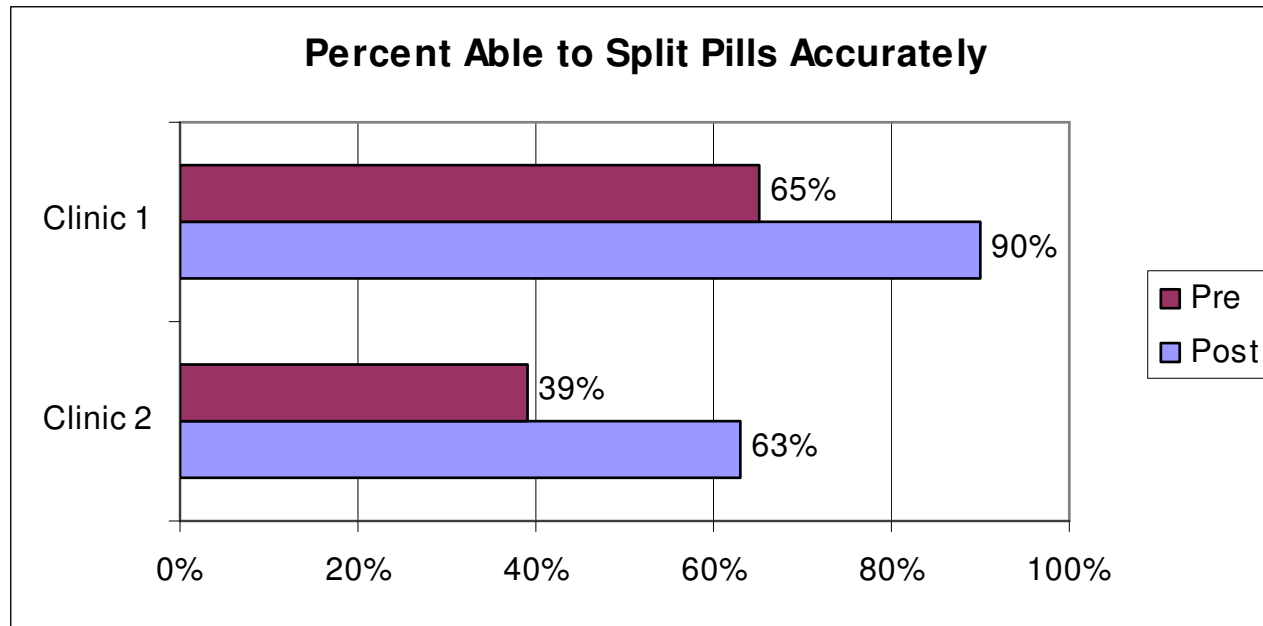
# KEY FINDINGS

- § **Confidence:** Confidence in taking medications correctly increased significantly from pre- to post-intervention in both the senior (from 63% to 80% very sure) and neighborhood (from 50% to 73% very sure) clinics.

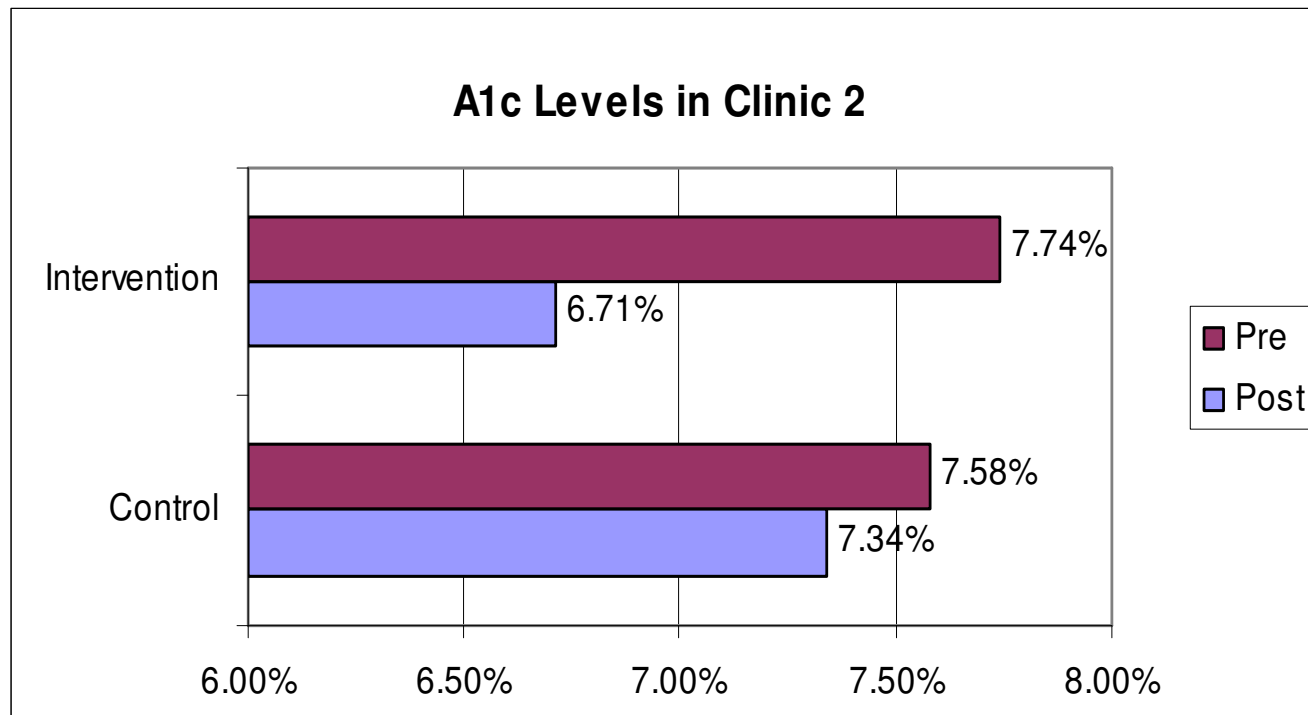
# KEY FINDINGS

- § **Accuracy:** The accuracy of those “very sure” they were taking medications correctly increased significantly from pre- to post-intervention in the neighborhood clinic (from 57% to 82% accurate), but did not change significantly in the senior clinic (from 82% to 89%).

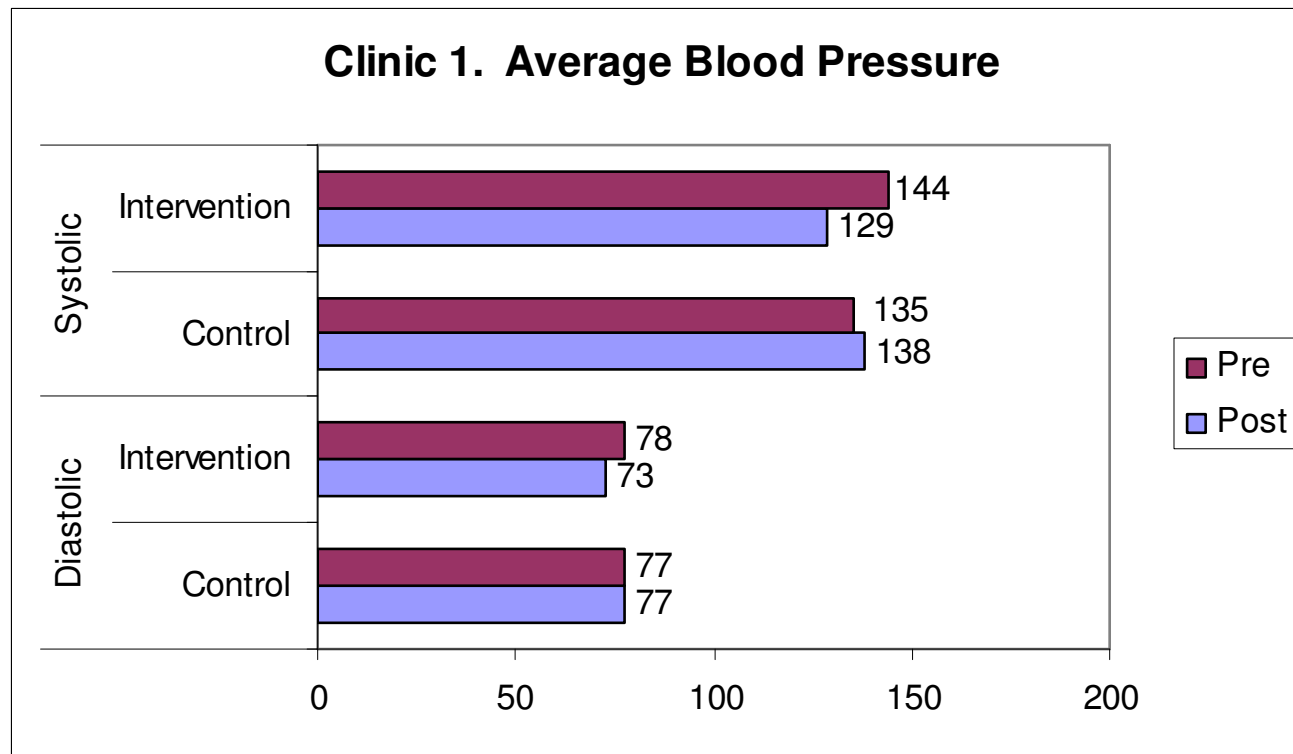
# KEY FINDINGS



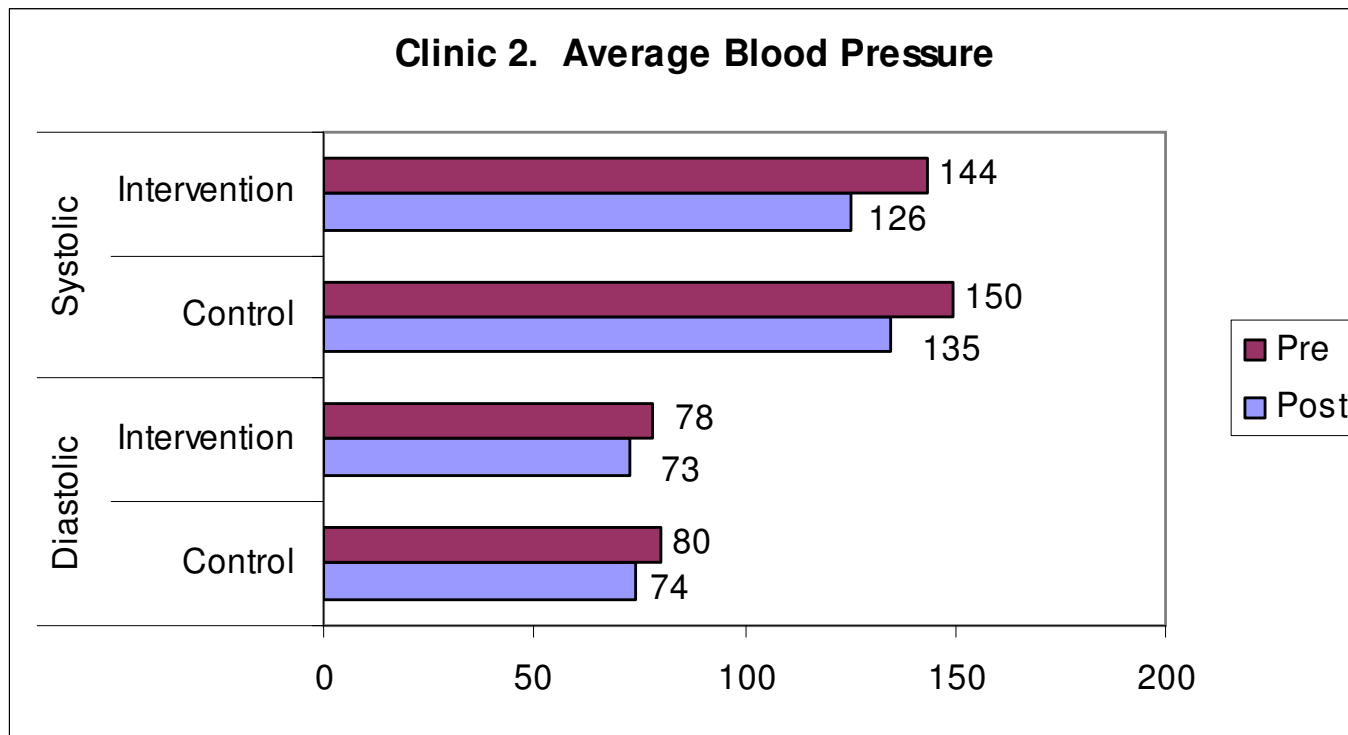
# KEY FINDINGS



# KEY FINDINGS



# KEY FINDINGS



# Our System Approach

- § Health Literacy study
- § Clinical Education Services
- § Healing Connections – Clinical Operations
- § Communication to Primary Clinicians (CPC) – Medical Group

# *Our commitment* to a healing experience

---

*I help you* feel safe, welcome and at ease

*I listen to you* with sensitivity and respond to your needs

*I treat you* with respect and compassion

*I keep you* informed and involved

*I ensure our team* works with you

*I take responsibility* to help solve problems

