

The Intersection of Health Literacy, Patient Safety and Quality of Care





What is Health Literacy?

Personal Health Literacy

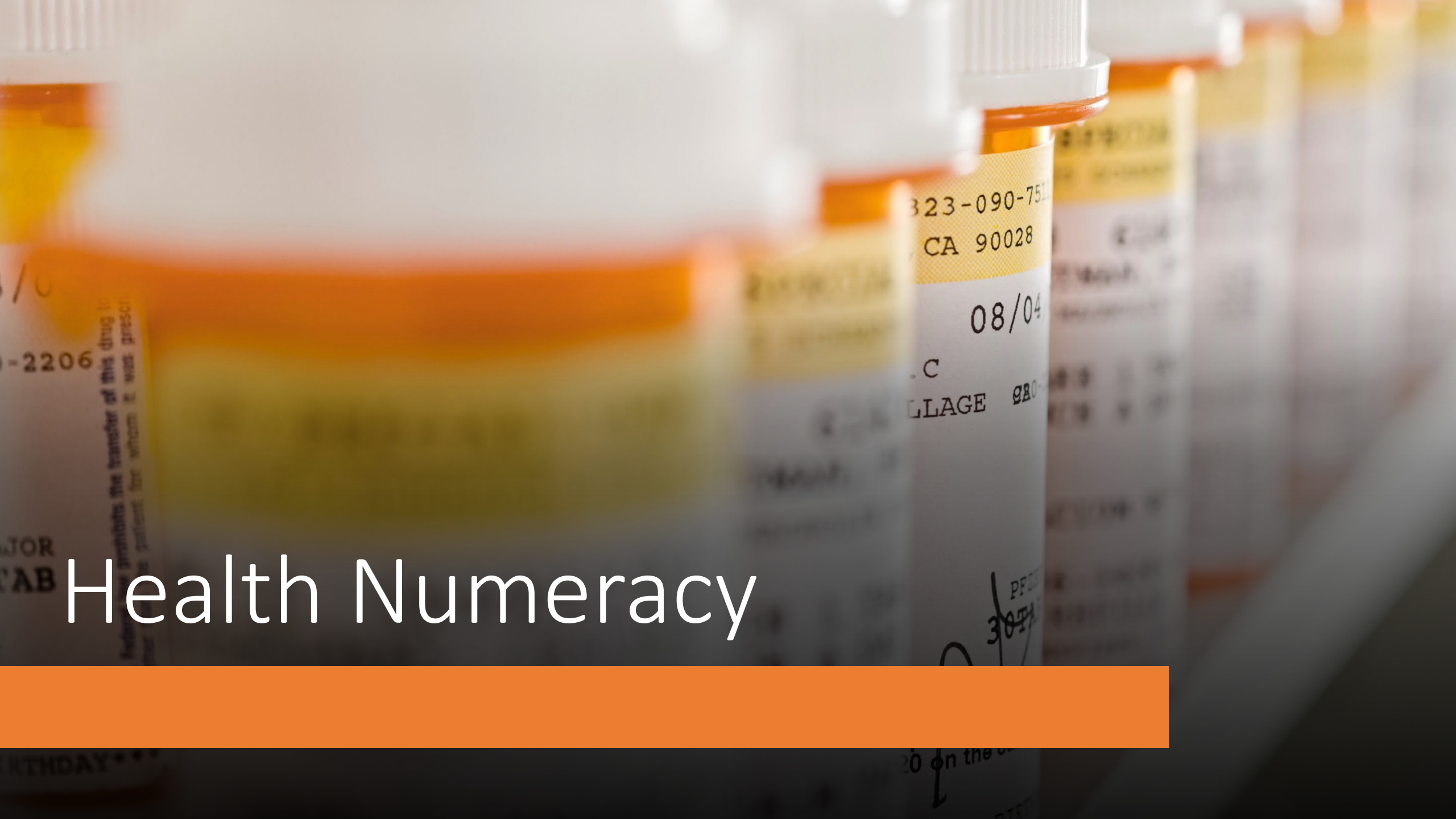


'I can find, grasp and use health information to make informed decisions and actions for myself and others.'





Reading Literacy



Health Numeracy

Digital Literacy



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Organizational Health Literacy

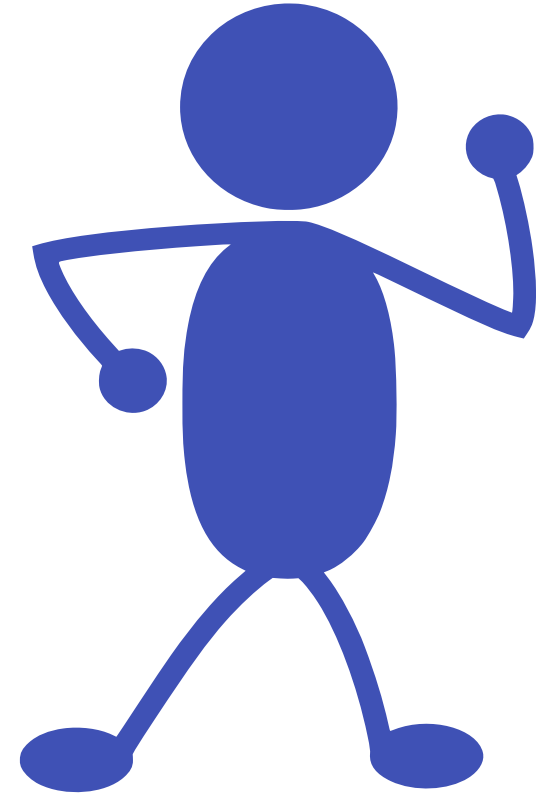
“degree to which organizations equitable enable individuals to find, understand, and use information and services to inform health-related decisions and action for themselves and others”

-Healthy People 2030

Four yellow curved lines of varying lengths are arranged in a diagonal pattern in the bottom right corner of the slide.

*Organizational/*Health Literacy

My provider helps
me find, grasp and
use health
information to
make informed
decisions and
actions for myself
and others.”





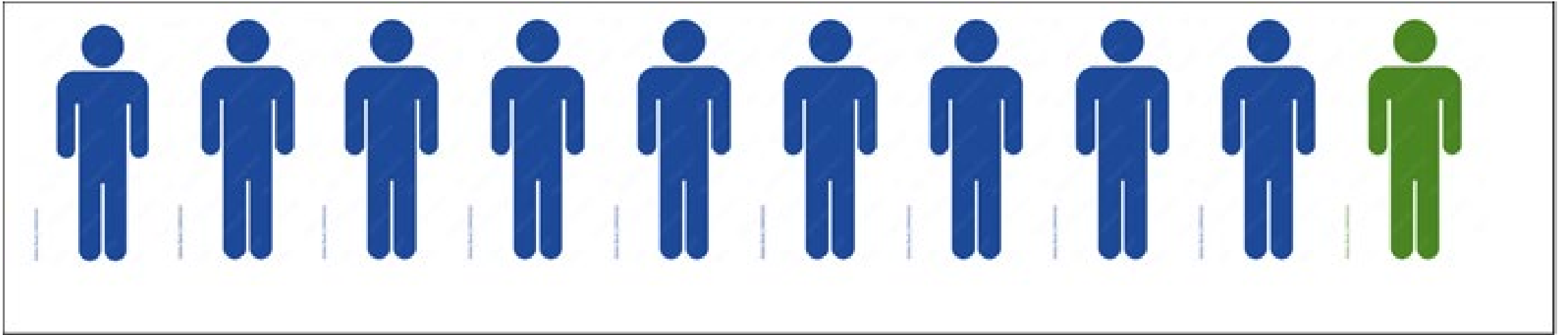
Why Health Literacy Matters

U.S. Facts

43
Million

More than 43 million adults in the United States cannot read, write, or do basic math above a third-grade level.¹

From Proliteracy.org Adult Literacy in the United States. (2019, July). <https://nces.ed.gov/datapoints/2019179.asp>



- proliteracy.org/Blogs/Article/308/4-Cold-Hard-Facts-About-Health-Literacy



Patients with Low
Health Literacy...

Special Populations

- Persons with a disability
- Persons with English as a second language
- Low vision, hearing impaired
- Those with behavioral health challenges
- Who else?



A large orange circle is positioned on the left side of the slide, partially cut off by the edge. It contains the text 'Risk factors for lower health literacy' in white.

Risk factors for lower health literacy

Racial/ethnic minority status

Age

Poverty

Health insurance coverage

Educational attainment

Language spoken before starting school

Self-reported health status



- What does this have to do with Health Literacy?

A Moment to Reflect

What decisions might a patient with low health literacy make that could have an adverse impact on their health and wellness?





Impact of Low Health Literacy on Healthcare Organizations

- Health disparities
- Patient safety events
- Low patient satisfaction
- Poor patient-provider communication

Impact of Low Health Literacy on Healthcare Organizations

- Poor clinical outcomes
- Frequent readmissions
- Higher incidence of post-op complications
- Litigation risks



Health Literacy & Implicit Bias

- What happens at the intersection?



Reviewing Implicit Bias

-
- Unconscious, unintentional
 - We all have it – the goal is to recognize and reduce it
 - Usually comes up as response to a situation
 - Impacts how we see, communicate with others
 - Affects judgment, decisions, behaviors
 - Contributes to differences in care and outcomes



Impact of Implicit Bias in Healthcare

- Poor treatment
- Inaccurate diagnoses
- Delays in diagnosis
- Stress
- Poor interpersonal interactions
- Poor adherence



Health Literacy cannot succeed outside an environment of Equity & Diversity

- Shame- and stigma-free
- Culturally competent,
attuned to health beliefs







From *Ten Attributes of Health Literate Health Care Organizations*, National Academy of Sciences, 2012

Organizational strategies

- Leadership commitment
- Integration of health literacy in all activities
- Health literacy education and training for all staff
- Embrace patient-centered design principles
- Practice universal precautions



An abstract composition of various geometric shapes. In the top left, a green-outlined triangle points right. To its right is a solid blue circle. Below the triangle is a blue-outlined circle. In the center is a large orange semi-circle. To the right of the semi-circle is a vertical yellow dashed line. In the bottom left is a large solid orange circle. To its right are four short, curved yellow dashed lines. In the bottom right is a green-outlined square.

- Adopt evidence-based communication strategies
- Make it easy to access care
- Use plain language standards for all patient resources
- Target high risk situations
- Be clear about health care costs



#healthliteracyallthetime
#it'salwaysonus

Your Questions



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