

Bull City Strong – Community Health Promoters

Session 8 – Health Literacy and Teach Back Method I

Tuesday, September 20, 2022

Literacy



Reading and writing



Health Literacy

Reading, writing, numeracy, biomedical understanding of the body, understanding of how society works, understanding of systems, computers etc.



Individual Health Literacy

An **individual's** ability to find, understand and use health care information to take care of their health

Organizational Health Literacy

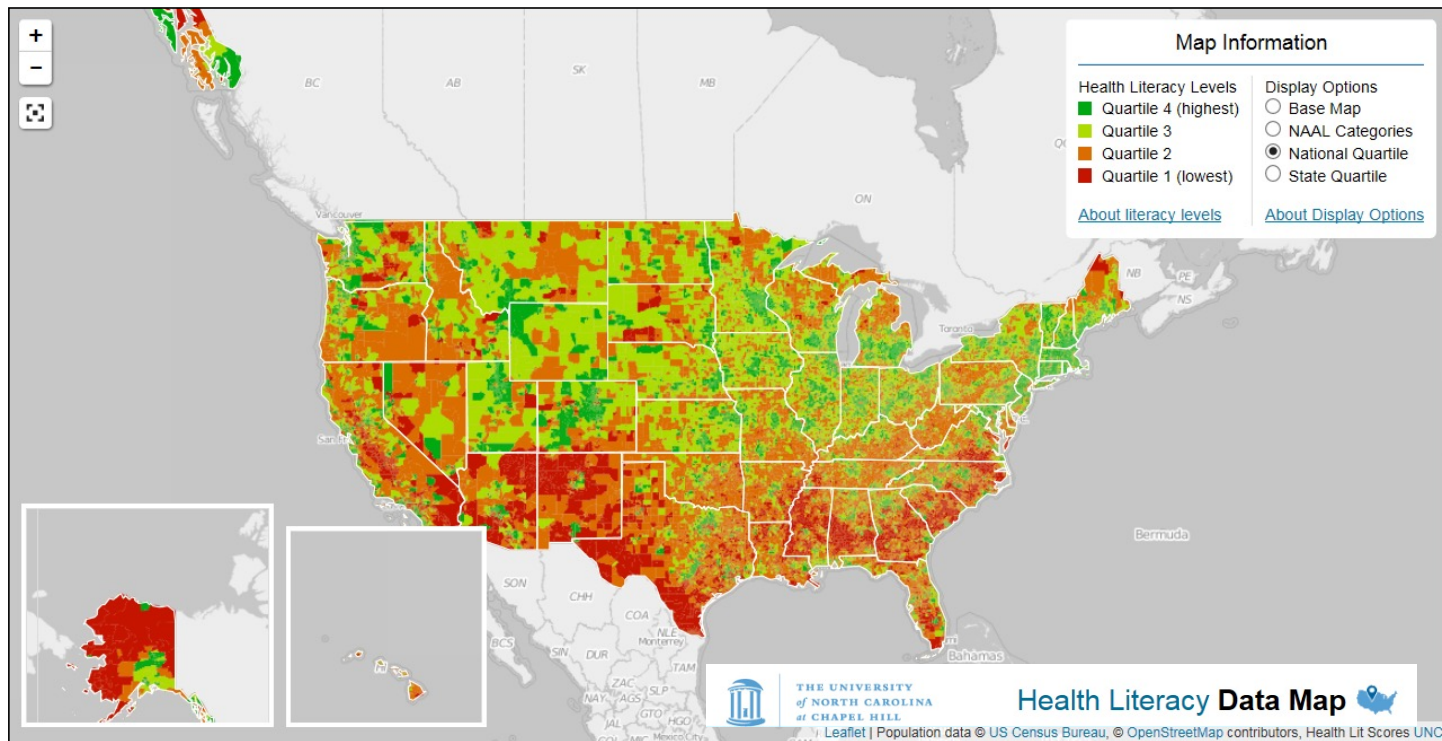
An **organization's** capacity to remove barriers to understanding and enable patients to find understand and use health care information **with the skills they have**



What's going on here?

Low individual health literacy or low organizational health literacy?

National Health Literacy Map

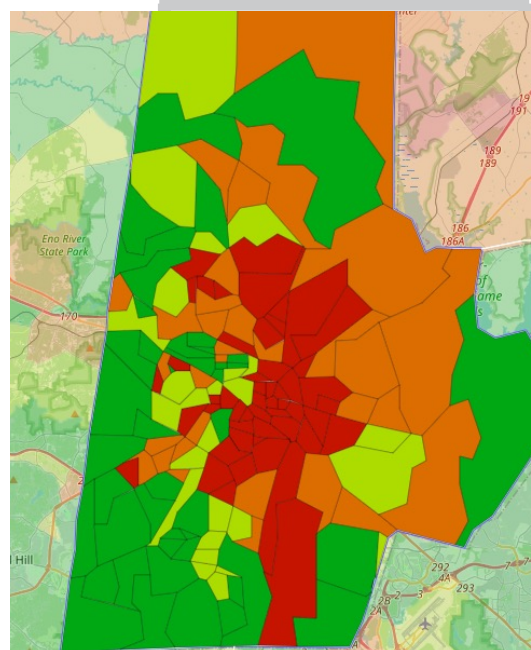


Health Literacy in Durham County

Map Information

Health Literacy Levels

- Quartile 4 (highest)
- Quartile 3
- Quartile 2
- Quartile 1 (lowest)



A person may have

- Little background knowledge of medical topics and a non-biomedical understanding of the body
- **No previous exposure to the information—it's all new**
- **Fears, pain, and stress related to being sick that make it harder to process information**
- Potential barriers of language, culture, poverty and literacy

Only about 12% of U.S. adults are highly skilled when it comes to **health literacy.**



Health care **organizations** require

- Highly specialized medical knowledge
- Ability to understand numerical ideas like risk
- Ability to navigate complicated insurance plans
- High level literacy skills
- More “self-care” on the part of the patient



Health care systems are difficult for 88% of the people they serve.

What is the result?
Low health literacy
means that people are—

- less likely to...
 - understand how to manage their chronic conditions
 - ask questions
 - follow treatment plan
- more likely to...
 - delay getting care
 - make mistakes with medication
 - be hospitalized (twice as likely)
 - use emergency department



A medication insert



CHWs are the meeting ground between health care systems and people who need to know how to take care of their own health!

The Role of CHW's in Health Literacy

- Help translate medical information into language that the community understands
- Serve as interpreters
- Have a role in advocacy
- Connect to local resources

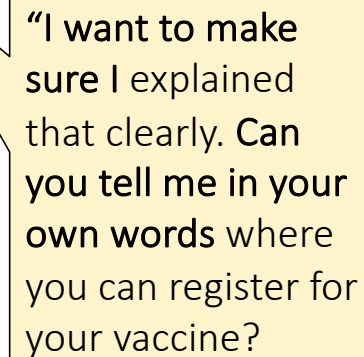
What else do you feel is the role of CHWs in health literacy ?



Teach back is...

Asking community members

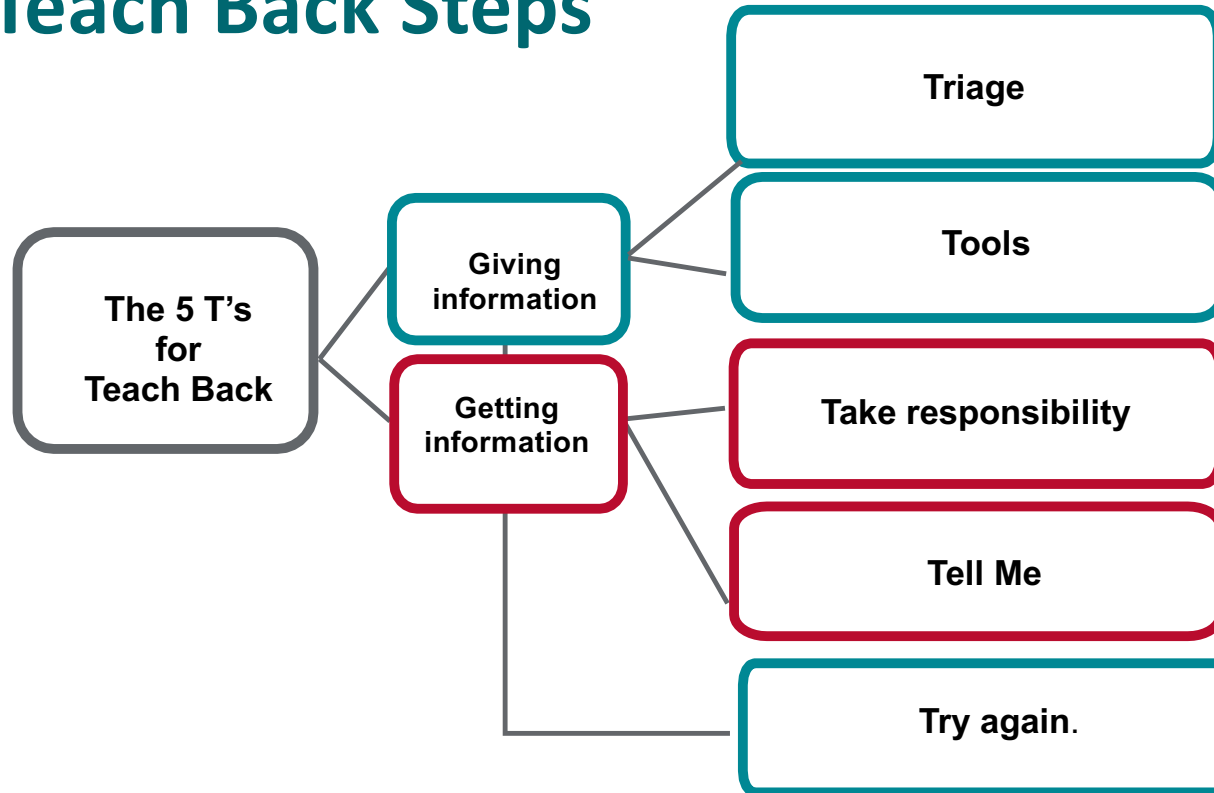
- in a **non-shaming** way
- to repeat **in their own words**
- **specifically**



“I want to make sure I explained that clearly. Can you tell me in your own words where you can register for your vaccine?”

what they need to know or do.

Teach Back Steps





Triage

Limit yourself to a specific topic

- Explain just a part of a longer topic and then ask a teach back question
- Explain using plain language



Tool

Use tools (pencil and paper, models, reader-friendly print materials) to help explain and support learning



Take Responsibility

Take responsibility for the communication



Tell Me

Ask them to explain in their own words what they were told about...
Was the tell me question specific?
Was the tell me question in plain language?



Try Again

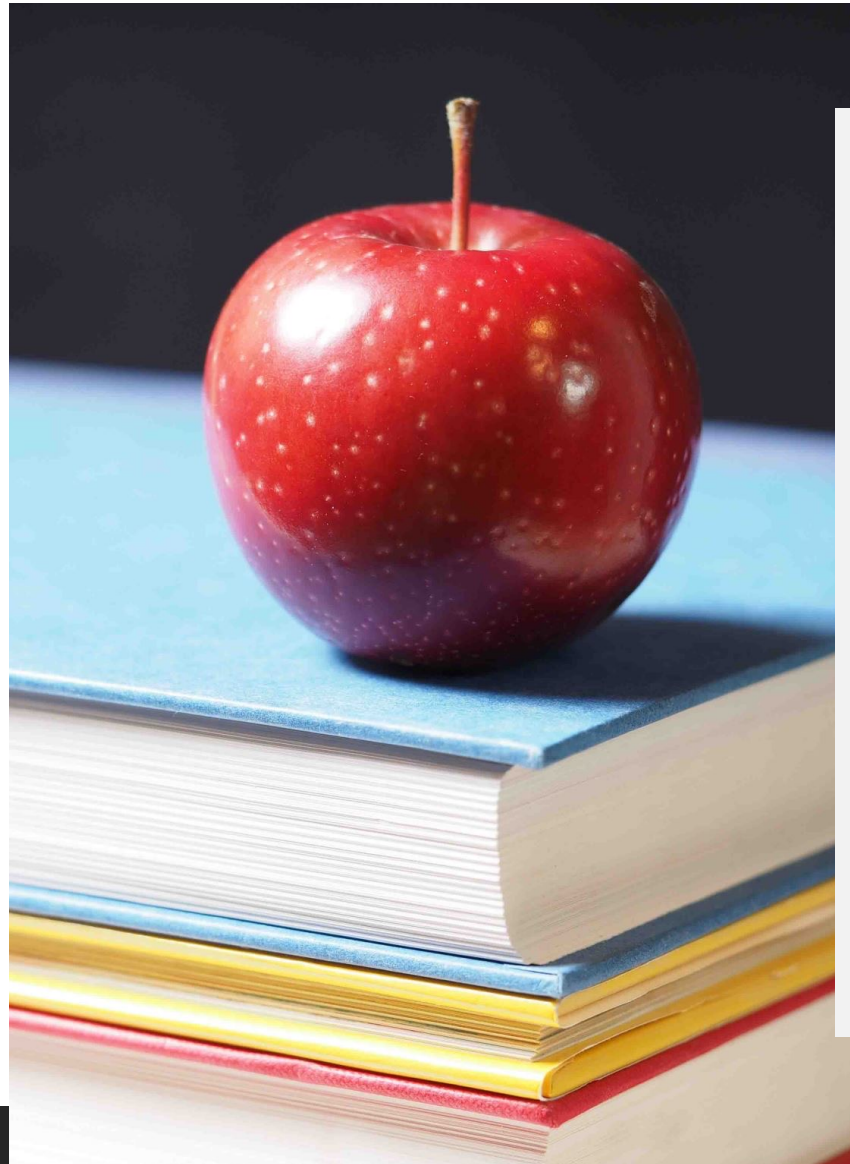
Explain and check again if the patient is unable to say the info clearly?



Let's do an example



Homework



Think of 1 real world example that you could use to practice teach back (quick recipes, directions, basic health routines)