

Three Steps to effective communication – a health literacy model to support self-mananagment

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Objective

- ▶ Become familiar with a health literacy approach to care conversations which leads to:
 - improved understanding for both parties
 - better preparation for self-management when someone leaves your building and is left to it

A definition

- ▶ Health literacy is an interaction between the skills of individuals and the demands of the health system

Health literacy: A prescription to end confusion, Institute of Medicine 2004

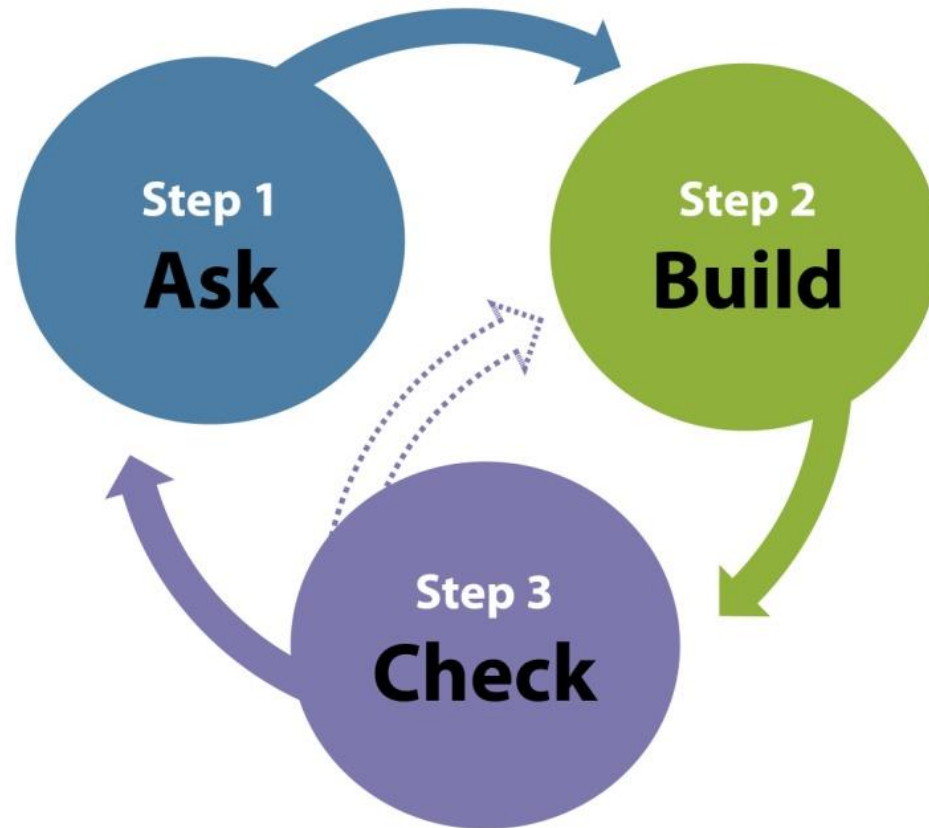
People need good health literacy

The opportunity to build health literacy rests with health professionals, health organisations and the health system

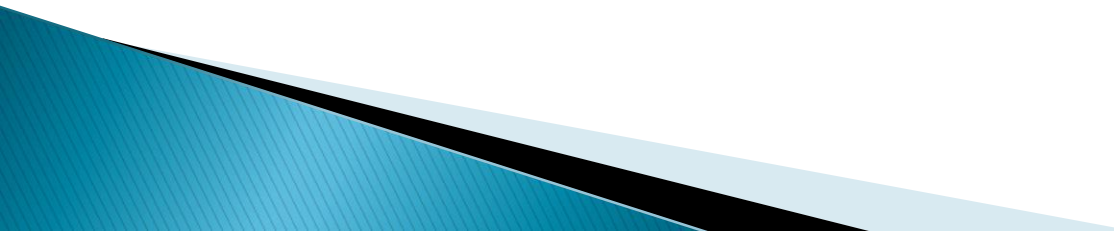
You can't tell by looking

- ▶ We all experience low health literacy at times, for some this is ongoing
- ▶ Take a **universal precautions** approach to health literacy

Three step model for health literacy



Step 1: Ask

- ▶ To get clinical information
 - ▶ To set an agenda
 - ▶ To find out what a person already knows
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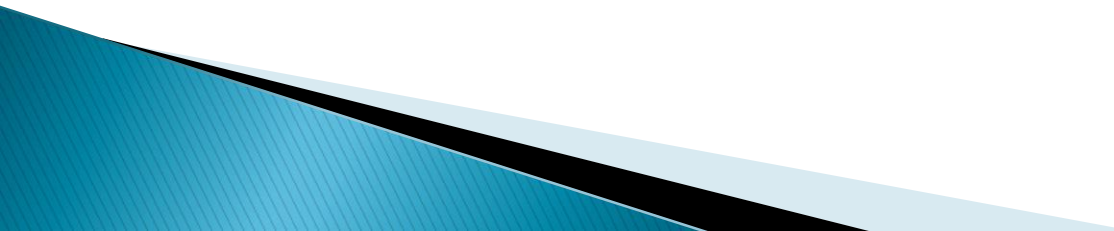
Ask questions – for clinical information

- ▶ What's wrong?
- ▶ Where's the pain?
- ▶ What are you using for the pain?
- ▶ How much water are you drinking?

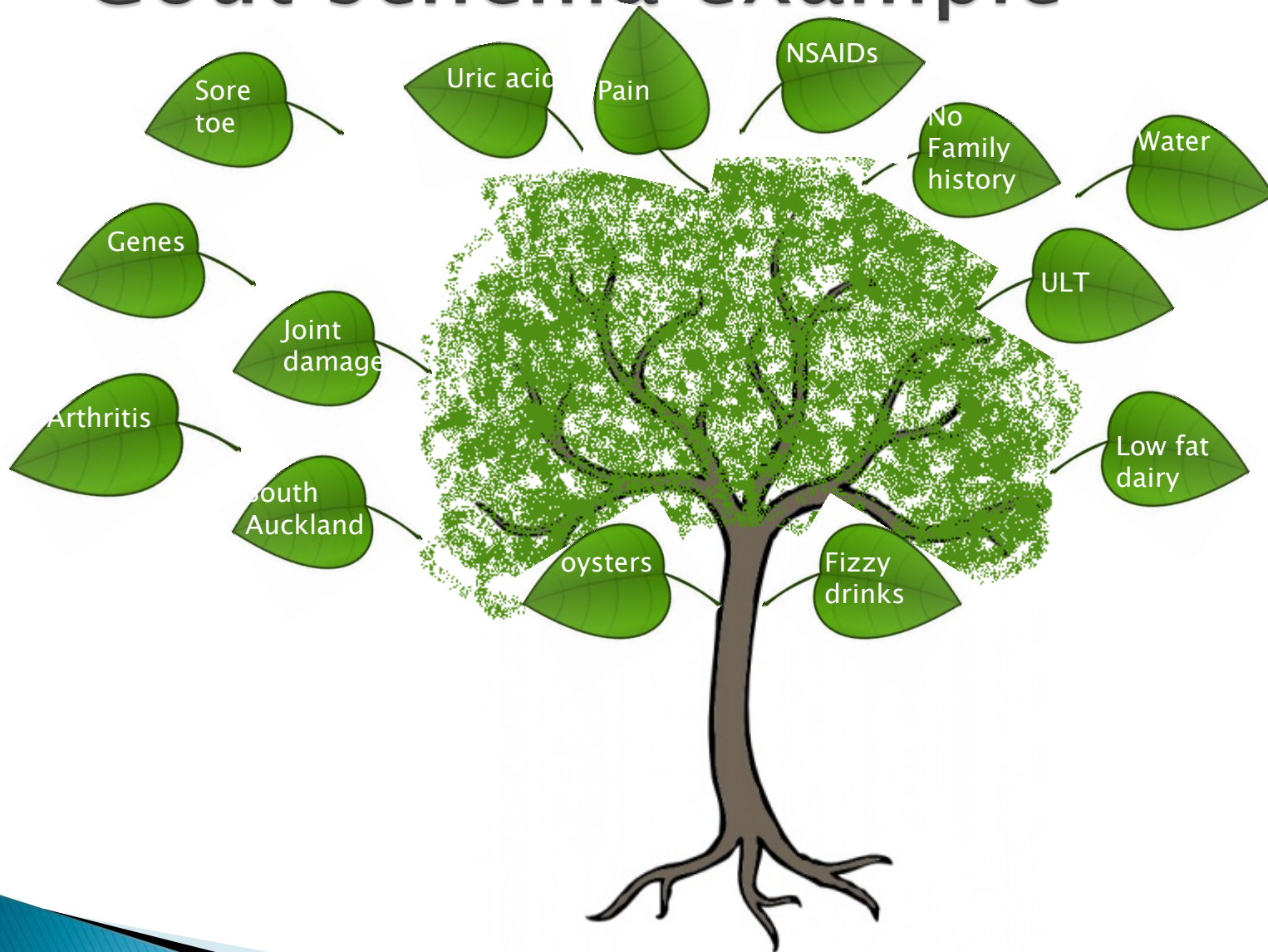
Ask questions – to set the agenda

- ▶ Why are you here today?
- ▶ Today I'd like to talk about your test results – what would you like to cover while you're here?

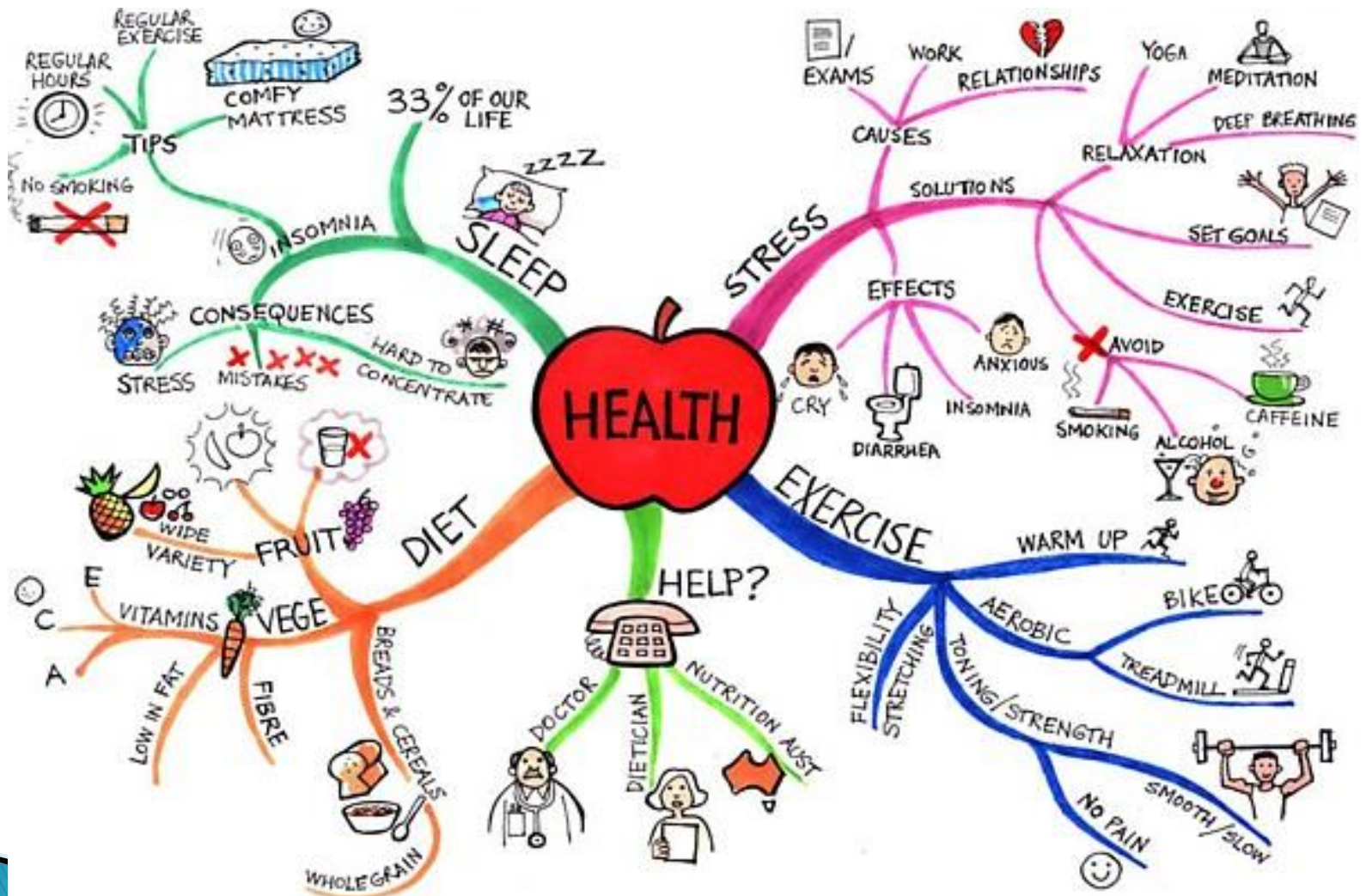
Ask questions – to find out what they already know (schema)

- ▶ What do you think is making your diabetes better/worse? Why is that?
 - ▶ Why do you think you're feeling like this now?
 - ▶ Please tell me what you know about your diabetes
 - ▶ What do you think is happening in your body when you eat/ drink/ exercise?
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Gout schema example



Health schema example



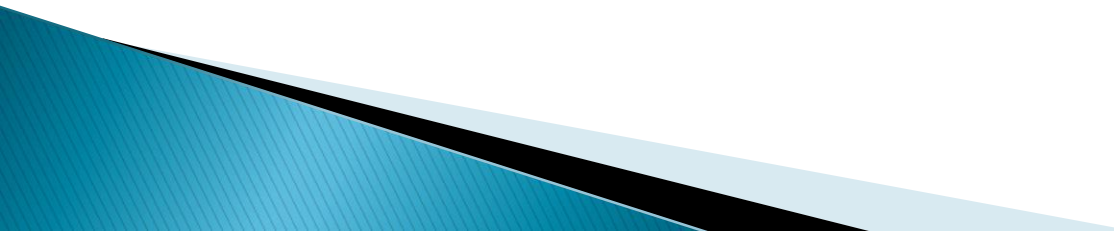
Listening

- ▶ Listen to understand and not just to reply
- ▶ Listen to encourage the good stuff not scold the bad stuff
- ▶ Wait

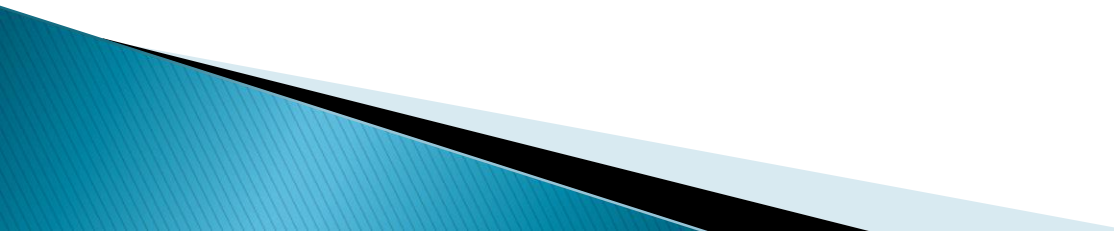


- ▶ Is there anything you'd like me to go over at this stage?

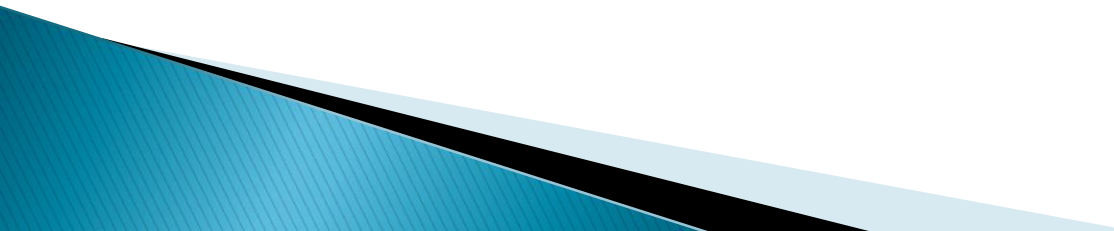
Step 2: To build new knowledge...

- ▶ Connect to what they already know
 - ▶ Reinforce existing knowledge
 - ▶ Adjust existing knowledge
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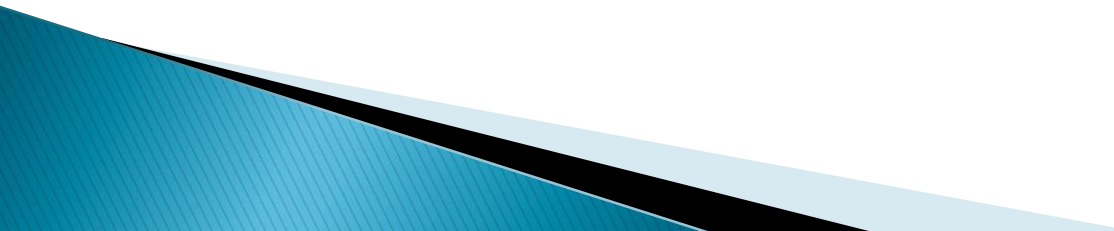
Build new knowledge

- ▶ Use everyday language – not health jargon
 - ▶ Slow down
 - ▶ Repeat yourself
 - ▶ If new vocabulary is necessary: write down new words and pronounce them
 - ▶ Draw pictures
 - ▶ Present & explain logical steps
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Step 3: Check (you have been clear)

- ▶ We have talked about a lot today – to check I covered it for you, would you tell me the three things we have talked about/ three things you have to do/ the tests you will be having/
 - ▶ We have talked about a lot today so to make sure I was clear and so you can tell your family I will write down what we have talked about – is that okay?
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Review

- ▶ That is the Three step model for health literacy
 - ▶ It can be used in care conversations – especially to support better self management
 - ▶ To check myself:
 - What are the three steps?
 - Why are we asking questions at Step 1?
 - What are we checking at Step 3?
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Resources

<http://www.healthnavigator.org.nz/media/1006/three-steps-to-better-health-literacy-guide-for-health-professionals-dec-2014.pdf>

