



**Tennessee Charitable Care Network:
Exploring Health Literacy Issues Throughout the State**
May 13- 14, 2015

ATTACHMENT A: CATEGORIES OF HEALTH LITERACY BARRIERS

Limited/Little Education

- Literacy level (reading level / ability)
- Illiteracy
- Filling out paperwork
- Chronic conditions education
- Education
- Translator lacks health and dental knowledge

No Medical Home

- No routine medical care
- Too many health issues to understand in one appointment

Behavioral Health

- Addictions
- Mental Health Challenges

Personal Issues

- Denial
- Fear
- Ownership
- Patient pride
- Enable dependency
- Personal hygiene
- Values
- Not willing to give up control
- Lack of ownership of care
- Compliance
- Missed appointments

Patient/Provider Relationship

- Lack of relationship with provider
- Poor provider-patient communication
- Judgment (patients and providers)
- Trust (patients and providers)
- Practitioner pride or ignorance
- Labeling patients
- Not understanding how to present information/to know patients' needs

Lack of Understanding

- Need for timely follow up
- Health instruction and retention
- Lack of understanding of disease chronicity
- Understanding instructions for procedures
- Lack of understanding of seriousness coupled with work difficulties
- Cultural norm around acute illness vs. maintenance
- Understanding STDs

Lack of Knowledge

- Lack of knowledge of resources
- Lack of knowledge of nutrition basics
- Understanding chronic conditions
- Lack of basic health knowledge
- Assumptions of basic knowledge
- Lack of knowledge and awareness of purpose and services available
- Cognitive limitations
- Misunderstandings of instructions
- Not understanding medication instructions or purpose
- Understanding lab results
- Internet "mis-information"

Language Barriers

- Language
- Some things don't translate
- Lack of translation services
- Medical jargon

Social/Environmental

- Family or past experience
- Familial patterns
- Family/caregiver support
- Living environment
- Transportation
- No electricity



<p>Health Insurance</p> <ul style="list-style-type: none"> - <i>Health insurance literacy</i> - <i>Lack of insurance and resources/knowledge</i> - <i>Defining uninsured or underinsured</i> - <i>Political connotations</i> - <i>Access to physicians/dentists/health care providers</i> <p>Financial/Financial Literacy</p> <ul style="list-style-type: none"> - <i>Lack of financial resources/capability</i> - <i>Financial literacy</i> - <i>Financial limitations</i> 	<p>Cultural</p> <ul style="list-style-type: none"> - <i>Cultural beliefs (curse, karma, etc.)</i> - <i>Cultural norm of self-diagnosis and self-treat (Off the shelf meds)</i> - <i>Religious fatalism</i> - <i>Culture and cultural expectations</i> - <i>Unregulated (foreign) medications and the cultural norm around their use</i> - <i>Lack of trust by the patient of translators</i> - <i>Lack of a healthcare <u>advocate</u> that could speak the patient's language</i>
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