



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

ATTACHMENT C: TOOLS & STRATEGIES TO ADDRESS HEALTH LITERACY BARRIERS

IDENTIFIED HEALTH LITERACY ISSUE	TOOLS & STRATEGIES TO ADDRESS
CULTURAL NORMS AND BELIEFS	<ul style="list-style-type: none"> • Education videos in resource center at clinic (variety of languages/cultures) • “Hospitality” staff position for 1:1 contact • Written information provided in patient’s language with sensitivity to cultural norms • Use of metaphors/stories with cultural relevance • Drawing – “word pictures” • Pre-emptive education before treatment • Professional development for staff on cultural norms and beliefs • Thorough review with nurse at check-out • AHA “Financial cost of smoking” calculator • Nurses write purpose of prescription on patient’s med bottle
LANGUAGE BARRIERS	<ul style="list-style-type: none"> • Written information provided in patient’s language • I translate (iPhone, iPad) and other apps for translation • On site interpreters • Language line (telephone access to translators with clinical knowledge) • Drawing – “word pictures” • Education videos in resource center at clinic (variety of languages) • Dental hygiene videos • Use of props (clear soda bottles and sippy cups with sugar cubes in them; food portion rings) • Volunteers (students) do skits on proper oral hygiene

<p>LIMITED/LITTLE EDUCATION</p>	<ul style="list-style-type: none"> • All handouts written in simple, lay language • Recipes written for low literacy • Lab Sheet explanation (detailed, simple language) • 1:1 contact • Pre-emptive education before treatment • Thorough review with nurse at check-out • AHA “Financial cost of smoking” calculator • Monthly diabetes groups • Monthly visits for chronic conditions • Website links for credible sources of information • Encourage use of fitness apps, pedometers • Use of props (clear soda bottles and sippy cups with sugar cubes in them; food portion rings) • Nurses write purpose of prescription on patient’s med bottle • Nutritional visual aids • Low literacy food/nutrition materials --- SNAP.nal.usda.gov • Volunteers (students) do skits on proper oral hygiene • Education videos in resource center at clinic (variety of languages) • Dental hygiene videos
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<p>SOCIAL/ ENVIRONMENTAL/ FINANCIAL</p>	<ul style="list-style-type: none"> • Teaching kitchen (nutrition) • On site garden • Wellness program • Monthly diabetes groups • Monthly visits for chronic conditions • Use of props (clear soda bottles and sippy cups with sugar cubes in them; food portion rings) • AHA “Financial cost of smoking” calculator • Encourage use of fitness apps, pedometers • Coordination with other programs for “wrap around” support services • Patient assistance programs • Education about insurance/health navigators • Sliding fee scales
<p>PERSONAL ISSUES</p>	<ul style="list-style-type: none"> • Spiritual/lifestyle counseling • Motivational interviewing • Introducing stress reduction techniques • Engage patient in goal setting (small steps that can be achieved) • Focus on “one thing” to improve – patient’s choice • Use of behavioral contract with specific goals



<p>LACK OF KNOWLEDGE OR UNDERSTANDING</p>	<ul style="list-style-type: none"> • Monthly diabetes groups • Monthly visits for chronic conditions • Website links for credible sources of information • Diabetes education kit • Better Choices, Better Health ® (Stanford) • Teaching kitchen (nutrition) • On site demonstration garden • Wellness program • Recipes provided for healthy living (chronic disease prevention) • Diabetes educators • Health coaches • Use of food diaries • Lab Sheet explanation (detailed, simple language) • Encourage use of fitness apps, pedometers • Use of props (clear soda bottles and sippy cups with sugar cubes in them; food portion rings) • Nutritional visual aids • Copies of instructions provided to patients • Use of behavioral contract with specific goals
<p>PATIENT / PROVIDER RELATIONSHIP</p>	<ul style="list-style-type: none"> • Strive for continuity of providers • Providers required to attend course “Serving the Underserved” • Professional development for staff on cultural norms and beliefs • Extended appointment time to establish rapport and conversation • Use of humor



BEHAVIORAL HEALTH

- Coordination with specialists
- Counseling/therapists on staff
- Patient assistance programs (Rx)
- Use of behavioral contract with specific goals