Health Literacy and Motivational Interviewing
Essential Tools to Enhance Patient-Centered Communication

The Current State of Affairs

Two Way Teach-Back

"Teach back is a method, utilized by healthcare providers, to confirm they have explained healthcare information in a manner understood by their patients."

What if we also focused on our ability to teach back to the patients what we understand about their priorities, preferences and social context?
By the end of this session, you will…

- Develop a definition of health literacy that is meaningful to you, your health center, your community, and your patients.
- Have tools and ideas for implementing health literacy solutions
- Feel more confident that you are on the path to writing your own health literacy success story

In a land, not so far away….
….they dreamed of a place where people worked together…

…to help a community that had been forgotten….
And that dream a reality,
with a Portland address and a Gresham location

the Rockwood Multiservice Center

Rockwood
• Home to 108,285 residents
• Bounded by 162nd and 202nd the Columbia River and Division St.
There were problems in Rockwood…

The Rockwood area is characterized by high poverty levels, substandard housing, and rent-burdened residents. Many residents do not own cars and rely on public transportation.

Affordable Housing
Health Inequities in Rockwood

Diabetes prevalence
Smoking rates
Hypertension
Cancer Screenings
Immunizations
Mental Health and Substance Abuse
Depression….
Dental carries

Population Data informs our programs and delivery models.

Walk about data informs us….
The Expanding Definition of Health Literacy

- The boy who had no bones
- The boy who ate too many scones
- The boy with no teeth
- The boy with nothing to eat

Integration
Collaboration
Communication
Inside our clinic walls the 5 promising practices

- Team effort starts at the front desk
- Standardized communication tools
- Plain language, face-to-face, pictures and materials
- Clinicians partner with patient to achieve goals
- Organizational commitment

Health Literacy: Written

- Five steps to better health literacy
  - Speak slowly
  - Teach-back
  - Encourage questions
  - Plan language
  - Show examples

Teach-back prompts:
- I want to be sure that I explained your medications correctly. How are you going to take your medications when you get home?
- What are some things you can do that will help control your diabetes?
- What are three things you are going to do to manage your diabetes today?
- Tell me how you are going to make your health care decisions today.
- Here is a list of information today. Tell me how you are going to ask your questions?
Discharge Planners
• Identify barriers to care
• Information from patient
  on how to remove those barriers
• Teach back to patients

Who are my patients

Who are my patients

Who are my patients

Who are my patients
Oops moments reported to Dr. Jimenez

- Discussion of disease process
- More medication information
- Financial concerns
- Wanting to know about follow up, with referrals and PCP

Integration

Be flexible
Know your strengths
Define your community
Provide support at every level
Ensure a role for everyone
Promote teamwork

Wallace wanted a healthcare system that encourages health, not just manages disease

Collaboration: Our Partners

- Headstart
- Human Solutions
- Loaves and Fishes
Our Collaboration

- Kick Off Event
- Screenings of Unnatural Causes
- Brown Bag Medication Day
- What to Do if your Child is Sick
- Know Your Numbers
- PODER

Communication

- Keep your vision, goals and success front and center
- Identify, track and celebrate meaningful outcomes
- Generate excitement and engagement through events
- Tell your stories

http://embed.chphealthmt.org/
To the moon!

Outcomes
It's a Never Ending Story

http://www.youtube.com/watch?v=MffAqjNbwCw
Community Health Worker

And Now Your Story

Lessons Learned
- You need a tireless champion
- Be on the look out for potential partners
- Look for the assets in your community
Lessons Learned

- Involve everyone on the team, not just those delivering clinical care
- Start small—in your backyard!
- Be flexible—avoid one 'right' path
- Leverage quick wins—excitement and success is contagious

Using Motivational Interviewing to Conduct Patient-Centered and Health Literacy Friendly Health Education

MI-Informed Communication Strategies

- Ask-Tell-Ask
- Ask permission
- Give permission to disregard
- Emphasize autonomy
- De-emphasize yourself as expert
  - Clinical guidelines suggest...
  - This has worked well for others...
Putting It All Together

- **Opening Questions (Ask-Tell-Ask)**
  - Many people find it helpful to have a friend or family member help them fill out these kinds of forms/participate in these conversations, what is your preference about that?
  - What do you already know about diabetes/chronic ear infections/hypertension/treating chronic pain?

- **Information Exchange (Ask-Tell-Ask)**
  - Would it be ok if I share some additional information with you?
  - I would like to share some information with you, but you are always in the driver’s seat and these are your decisions to make.
  - I’d like to explain a few things and then hear what you think, if that’s ok.

- **Patient Activation (Ask-Tell-Ask)**
  - What do you make of all this?
  - What questions do you have?
  - What do you think?
  - What else might you like to know?
  - What concerns do you have?
Putting it all Together

- **Shared Understanding Check**
  - "Sometimes I don’t explain things clearly and I want to be sure that I was clear today. Would you mind sharing with me what your understanding is of what we talked about?"
  - "I want to be sure that you have all the information that you need today. Would you mind telling me your main takeaways from this conversation?"

Moving Forward!

- **What are your goals for your health these days?**
- **What are your priorities for your health in the next little while?**
- **Given everything else that is going on in your life, what is feeling important to you in terms of your health?**
- **If you could improve one thing about your health, what would it be?**
Jeopardy Time

https://jeopardylabs.com/play/health-literacy-jeopardy