

Health Literacy & Patient Outcomes

Presented by
Jessica Daly, B.S.Ed., MLS



Advent Health
UNIVERSITY

Jessica Daly, B.S.Ed., MLS

Head of Collections and Electronic Resources
Head of Library Outreach and Marketing
Assistant Professor



Advent Health
UNIVERSITY

Health Literacy Statistics

- **Approximately 36% of adult Americans have only *basic or below basic* health literacy skills.**
 - They may be able to read and understand a simple appointment slip or patient education brochure.
 - They would have trouble with more complex information such as prescription drug labels or informed consent documents.
- **Only 12% of Americans are considered *proficient* in their health literacy skills.**
 - They have a sufficient level of health literacy to navigate our complex health system, engage in complex medical discussions, and fully participate in managing their health.

Kutner M, Greenberg E, Jin Y, Paulsen C. *The Health Literacy of America's Adults: Results from the 2003 National Assessment of Adult Literacy (NCES 2006-483)*. Washington, DC: U.S. Department of Education, National Center for Education Statistics; 2006.



Advent Health
UNIVERSITY

Low Health Literacy

The inability to understand and use health information to make informed decisions and manage one's health.



Demographic Factors

Certain demographic subgroups are at greater risk of having low health literacy, including

- people with lower educational attainment
- the elderly
- underserved minority groups
- immigrants
- For example, among Latinos, an estimated 66% have basic or below basic health literacy skills.



Health Literacy: An Educationally Sensitive Patient Outcome Perspective

- Outcomes linked to limited health literacy include greater mortality and poorer global health status, increased hospitalizations, and emergency care use.
- Low health literacy is associated with worse asthma severity, poorer diabetic control, and obesity, and has been found to be a stronger predictor of outcomes than race/ethnicity, income, and education.
- Over the past decade, health literacy has come to be considered a critical quality and safety issue by the Institute of Medicine, Joint Commission, and the World Health Organization.
- In 2010, a National Action Plan was issued to tackle health literacy across sectors, including in education and research.



Health Literacy in Healthy People 2030

Six Healthy People objectives developed by the **Health Communication and Health Information Technology Workgroup** are related to health literacy:

- Increase the proportion of adults whose health care provider checked their understanding
- Decrease the proportion of adults who report poor communication with their health care provider
- Increase the proportion of adults whose health care providers involved them in decisions as much as they wanted
- Increase the proportion of people who say their online medical record is easy to understand
- Increase the proportion of adults with limited English proficiency who say their providers explain things clearly
- Increase the health literacy of the population



How does Healthy People define health literacy?

- **Personal health literacy** is the degree to which individuals have the ability to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.
- **Organizational health literacy** is the degree to which organizations equitably enable individuals to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.



Improving health literacy can help people to:



Find the right services and doctors



Manage their own chronic health conditions



Get to the places and appointments they need



Take their medicine the right way



Fill out health forms and access their online My Health Record



Share their medical history with their health care team



Have a healthy lifestyle



Follow advice about how to look after their health



Advent Health
UNIVERSITY

What Are Patient Outcomes?

- Patient health status or quality of life.
- Patient, provider, and population attitudes and behavior.
- New evidence, research, prevention strategies, treatments, and care models.





Let's Take a Closer Look

(at patients with low health literacy.)

- Patient safety
- Health behaviors
- Health Status
- Healthcare utilization and costs



Advent Health
UNIVERSITY

Patient Safety

- Misunderstanding
- Instructions
- Medication use
- Follow up appointments



Health Behaviors

Less likely to engage in

- Preventative services
- Cancer Screenings
- Adopting a healthy lifestyle



Health Status

- Poor physical health
- Poor mental health
 - Depression
 - Anxiety



Healthcare Utilization & Costs

- Higher hospitalization re-admission rates
- Frequent use of emergency services
- Higher care costs



Responsibility for Patient Outcomes

- Decision-makers for the hospital or medical practice
 - Administrators/Leadership
- Physicians & all support medical professionals
- Team leaders
 - Medical and Office
- Patients themselves



Quality of Care – Healthcare Administration, Healthcare Professionals, & Medical Support Staff

- Safety
- Readmissions
- Effectiveness
- Equity



Operational Efficiencies – Healthcare Administration and Healthcare Professionals

- Shorter wait times for patients
- Cheaper costs for patients
- Reducing unneeded tests
- Efficient admittance and discharge



Patient Satisfaction – Healthcare Administration, Healthcare Professionals, Medical Support Staff, & Patients

- Level of satisfaction with care
- Feelings about online platform
- Clinical treatment
- Clear communication
- Appointment scheduling



What is Patient Activation?

- Dr. Judith Hibbard and her colleagues from the University of Oregon define patient activation as *an individual's willingness and ability to take independent actions to manage their healthcare.*
- In other words, activated patients have the skills, knowledge, and confidence to manage—or at least become actively involved in the management of—their own healthcare.

Patient Activation



Patients who are more **“activated”** or more **involved in their health** tend to have better health outcomes and lower costs than those who are less activated.

Patient Activation Research

Findings from over **180 peer-reviewed studies** indicate that:

- Higher activated individuals are more likely to **engage in positive health behaviors** and to have **better health outcomes**.
- Higher activated patients tend to have **better care experiences**.
- Higher activated patients have **lower costs**.
- Activated patients cost **\$1,987 less per patient annually** than lower activated patients, which is a 31% difference in cost.



Patient Activation Measurement

Dr. Hibbard and her colleagues developed this definition in 2004 and established a tool, The Patient Activation Measure (PAM), that effectively measures patient activation and predicts a broad range of health-related behaviors and outcomes.

PAM® ACTIVATION LEVELS

Level 1	Level 2	Level 3	Level 4
DISENGAGED AND OVERWHELMED	BECOMING AWARE BUT STILL STRUGGLING	TAKING ACTION AND GAINING CONTROL	MAINTAINING BEHAVIORS AND PUSHING FURTHER
<i>"My doctor is in charge of my health."</i>	<i>"I could be doing more for my health."</i>	<i>"I'm part of my health care team."</i>	<i>"I'm my own health advocate."</i>
Individuals are passive and lack confidence. Knowledge is low, goal-orientation is weak, and adherence is poor.	Individuals have some knowledge, but large gaps remain. They believe health is largely out of their control, but can set simple goals.	Individuals have the key facts and are building self-management skills. They strive for best practice behaviors, and are goal-oriented.	Individuals have adopted new behaviors, but may struggle in times of stress or change. Maintaining a healthy lifestyle is a key focus.
<u>Healthcare utilization:</u> Very high ED/ER use, very high risk of Ambulatory Care Sensitive (ACS) utilization, very high risk of readmission, very low use of preventive care and screens.	<u>Healthcare utilization:</u> High ED/ER use, high risk of ACS utilization, high risk of readmission, low use of preventive care and screens.	<u>Healthcare utilization:</u> Low ED/ER use, low risk of ACS utilization, low risk of readmission, good use of preventive care and screens.	<u>Healthcare utilization:</u> Very low ED/ER use, very low risk of ACS utilization, very low risk of readmission, very good use of preventive care and screens.

©2019 INSIGNIA HEALTH. PATIENT ACTIVATION MEASURE® (PAM®) SURVEY LEVELS. ALL RIGHTS RESERVED.

Patient Activation Patients

- Believe they have an important role in their own health care.
- Develop both the knowledge and confidence needed to take an active role in their health care.
- Understand how to access and use the health care and supportive services available to them.
- Translate this knowledge and confidence into action.
- Maintain an active role even when faced with challenges.





Success Comes from **EVERYONE!**

Communication is KEY!



Types of Communication

- Medical Provider to Patient
- Patient to Medical Provider
- Medical Provider to Patient Caregiver
- Patient Caregiver to Medical Provider



Resources Used:

- [Clinical outcome - Toolkit \(nih.gov\)](#)
- [What the evidence shows about patient activation: better health outcomes and care experiences; fewer data on costs - PubMed \(nih.gov\)](#)
- [Impact of low health literacy on patients' health outcomes: a multicenter cohort study - PubMed \(nih.gov\)](#)
- [Health Literacy: Accurate, Accessible and Actionable Health Information for All | Health Literacy | CDC](#)
- [Patient Engagement | Health Literacy | CDC](#)
- [Health Literacy and Health Equity: Connecting the Dots - News & Events | health.gov](#)
- [Health Literacy | National Institutes of Health \(NIH\)](#)
- [Health Literacy in Healthy People 2030 - Healthy People 2030 | health.gov](#)
- Yin, H.S., Jay, M., Maness, L. *et al.* Health Literacy: An Educationally Sensitive Patient Outcome. *J GEN INTERN MED* **30**, 1363–1368 (2015). <https://doi.org/10.1007/s11606-015-3329-z>



Email: Jessicadaly@ahu.edu

