



# **AHRQ, Health Literacy, and Pharmacy**

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# AHRQ Health Literacy Action Plan

1. Develop Measures
2. Improve the Evidence Base and Create Implementation Tools
3. Create and Support Change
4. Disseminate and Transfer Knowledge and Tools



# 1. Develop Measures

- Health Literacy CAHPS®
  - Supplement to Clinician/Group CAHPS®
  - Includes questions on communication about medications
  - Piloting in NY and MS
- Health Literacy H-CAHPS®
  - Conducting environmental review
  - Planning stakeholders meeting

# Develop Measures Cont.

- National Healthcare Disparities Report
- Short Assessment of Health Literacy for Spanish Adult (SAHLSA)
- REALM-SF
- Measure of Functional Health Literacy



## 2. Improve the Evidence Base and Create Implementation Tools

- Literacy and Health Outcomes (2004)
- Investigator-initiated Research
- Re-Engineered Discharge (RED) Toolkit
- Accessible Health Information Technology (IT) for Populations with Limited Literacy: A Guide for Developers and Purchasers of Health IT
- Informed Consent and Authorization Toolkit
- Health Literacy Universal Precautions Toolkit








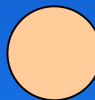

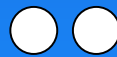
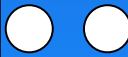




# Improve the Evidence Base and Create Implementation Tools Cont.

## ■ PILL Study

- Is Our Pharmacy Meeting Patient's Needs? A Pharmacy Health Literacy Assessment Tool
- How to Create a Pill Card
- Strategies to Improve Communication Between Pharmacy Staff and Patients
- Automated Telephone Reminders



# A Pill Card

Name: Sarah Smith Pharmacy phone number: 123-456-7890			Date Created: 12/15/07			
Name	Used For	Instructions	Morning 	Afternoon 	Evening 	Night 
Simvastatin 20mg 	Cholesterol	Take 1 pill at night				
Furosemide 20mg 	Fluid	Take 2 pills in the morning and 2 pills in the evening				
Insulin 70/30 	Diabetes (Sugar) 	Inject 24 units before breakfast and 12 units before dinner	24 units 		12 units 	



## 3. Create and Support Change

- ACPF: Small conference grant on prescription labeling issues
- AMA: Advisory Group on Health Literacy and Patient Safety
- Joint Commission: Health Literacy and Patient Safety Roundtable
- USP: Advisory Panel on Health Literacy and Prescription Container Labeling



## 4. Disseminate and Transfer Knowledge and Tools

- Health Literacy and Cultural Competence  
Browse for the Web
- Presentations to Learning Networks, at conferences, etc.
- Questions are the Answer Campaign
- HealthFinder

