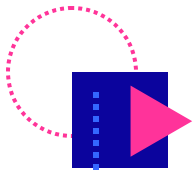




Intermountain Healthcare Health Literacy Initiative

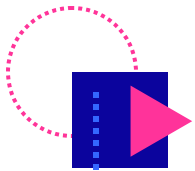


Delia Rochon, MS
Director, Healthy Communities
Intermountain Healthcare
November 30, 2005



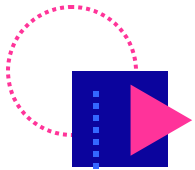
Mission Statement

- Increase access to health and improve quality of care by raising patient health literacy level and improving provider communication skills.



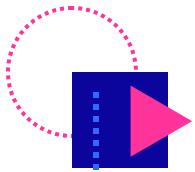
Process and Timeline

- **Phase I – Assessment**
September - December 2004
 - **Phase II – Baseline data**
January - May 2005
 - **Phase III – Intervention**
June – December 2005
 - **Phase IV – Evaluation**
January – May 2006
-

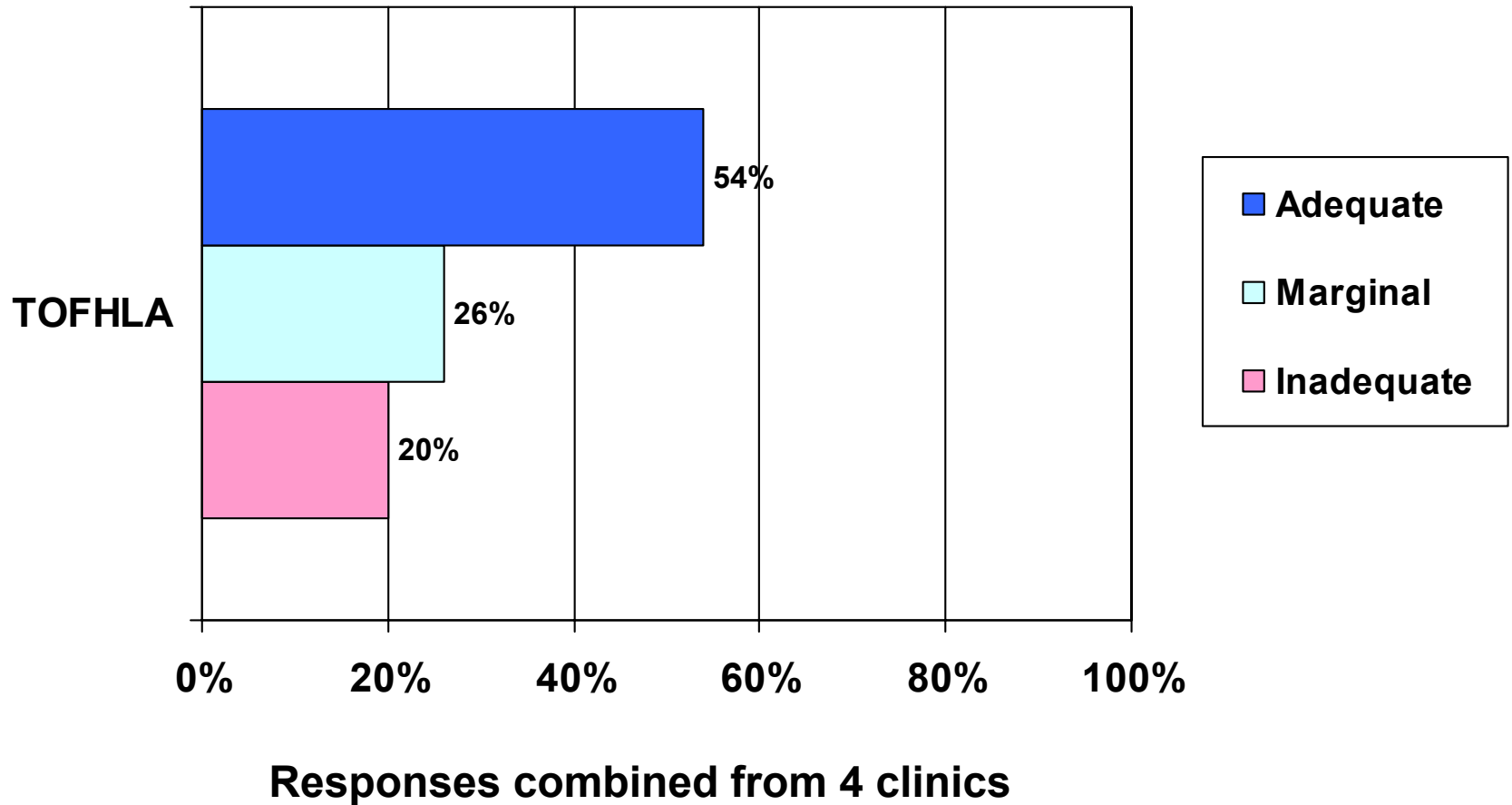


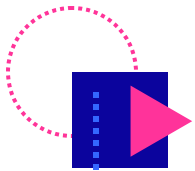
Phase I Assessment

- Identify functional literacy skills of patients
 - Verify level of awareness of providers
 - Identify key challenges
-

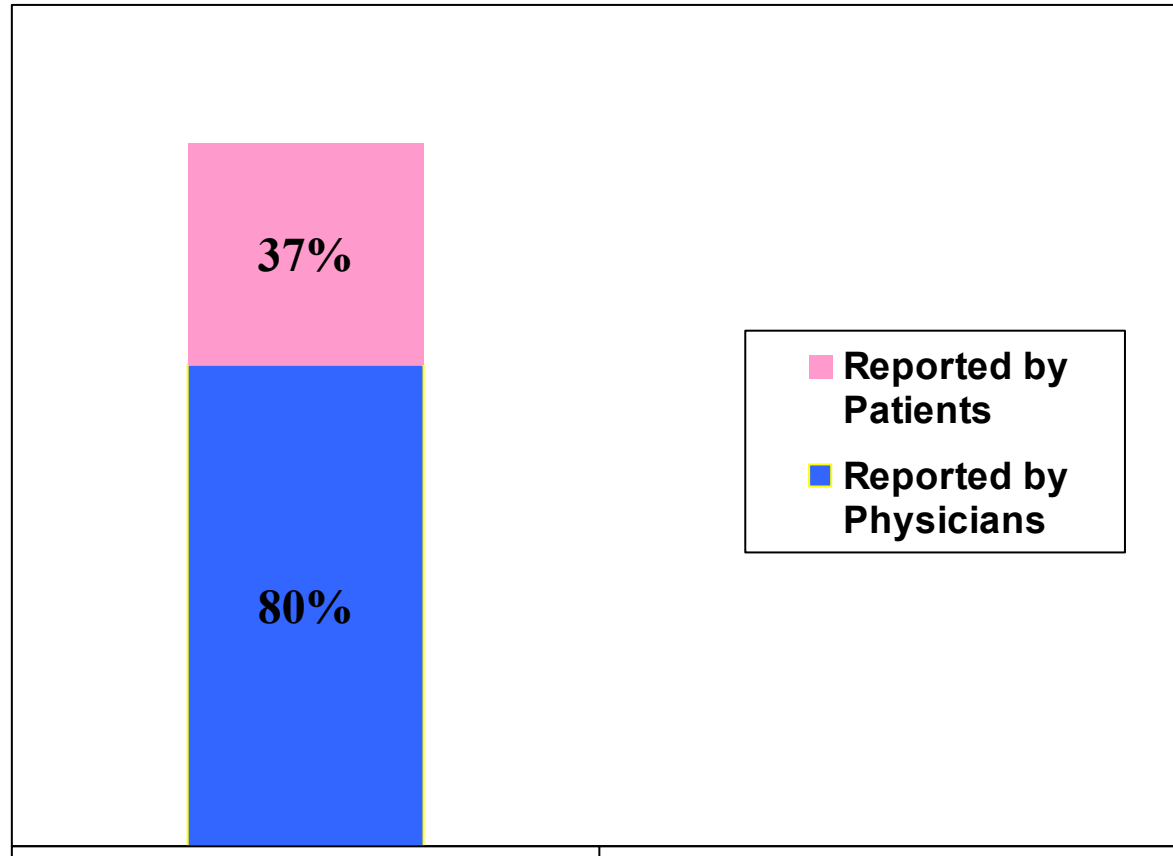


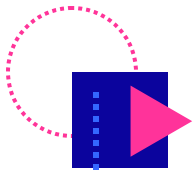
Levels of Functional Literacy Related to Using Medications



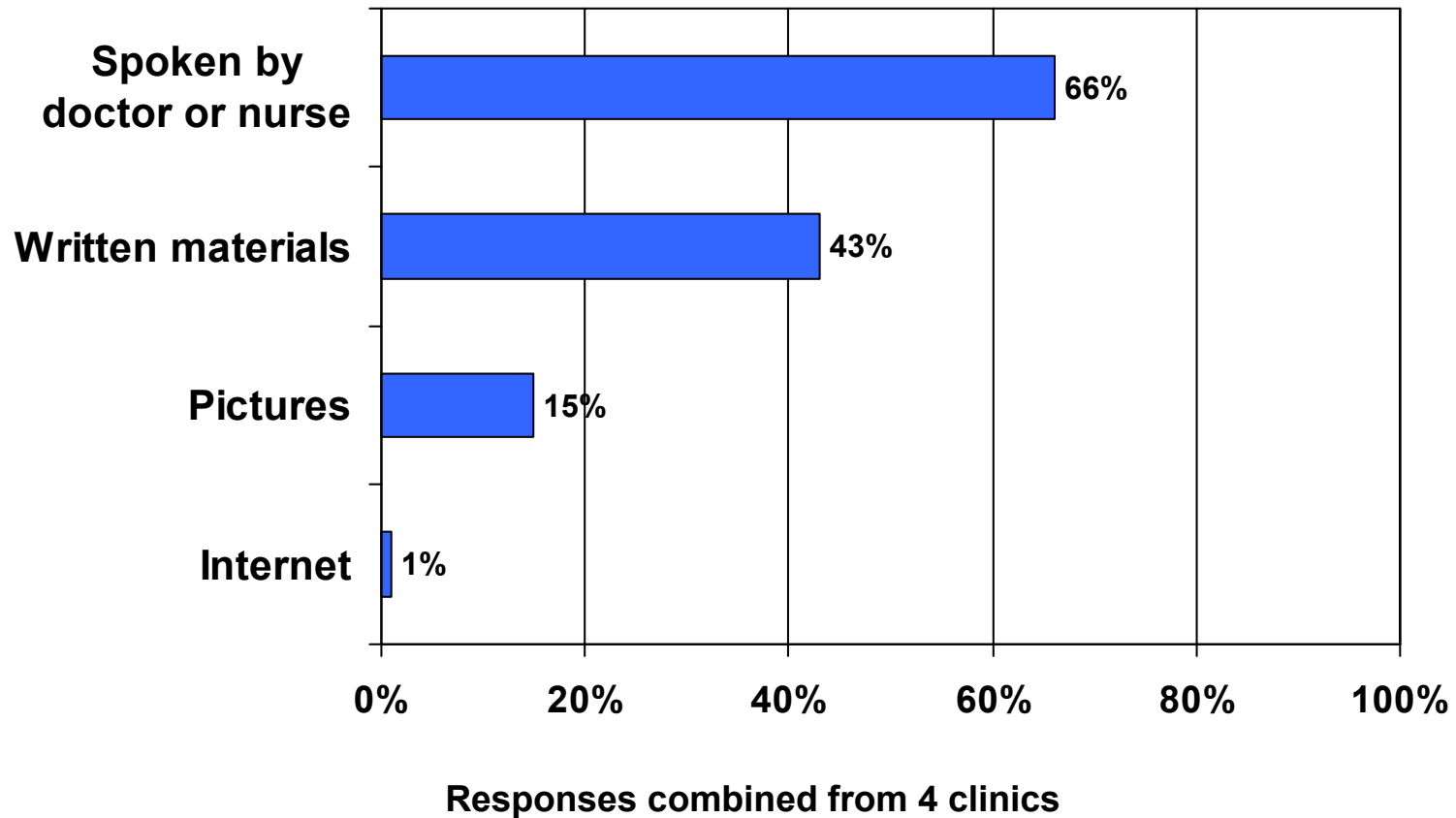


Patients Leaving the Physician Office With a Good Understanding of What They Are Told

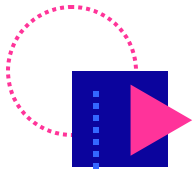




How Would You Prefer to Receive Health Information?

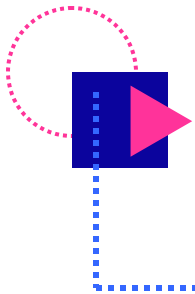


Note: Percentages total more than 100% because multiple responses were allowed



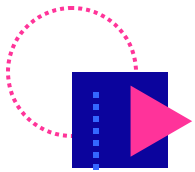
Phase II Baseline Data

- Narrowed population for the intervention
 - IHC Neighborhood and IHC Senior Clinics
- Administered questionnaire
 - Specific to lipid, hypertension, and diabetes
- Established baseline

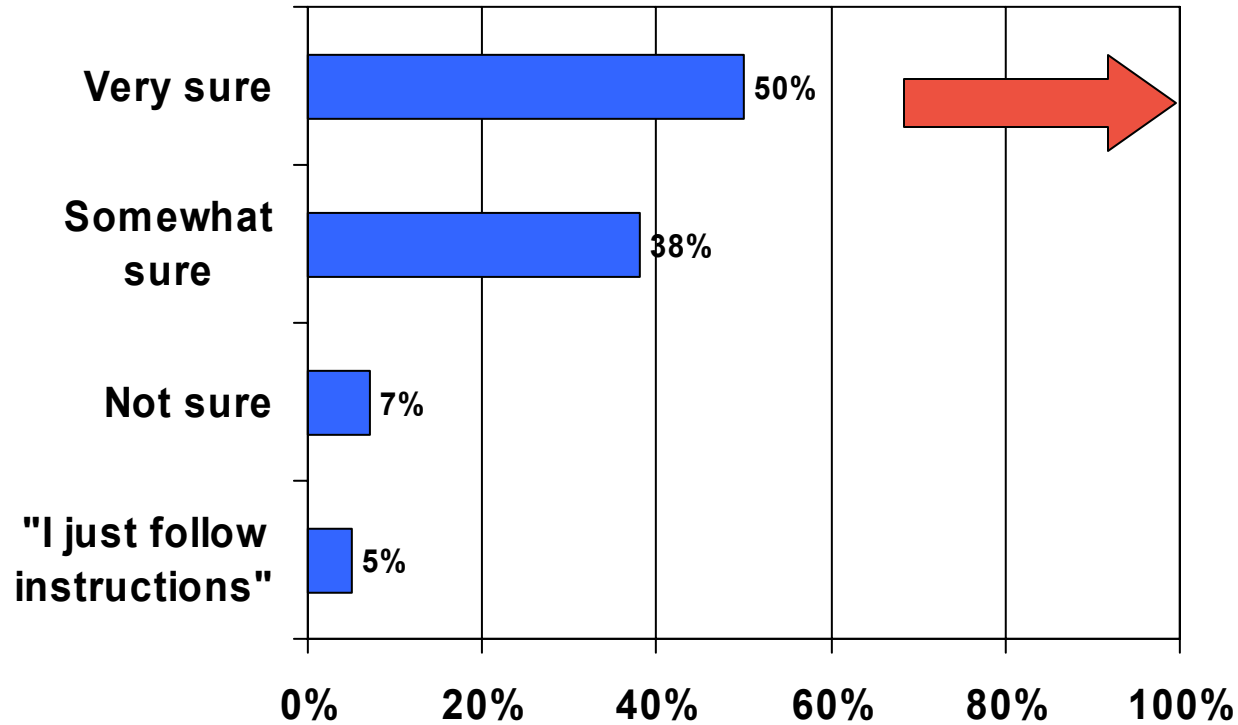


Neighborhood Clinic: Key Findings

- **50%** don't feel very sure they are taking the medication correctly
 - **96%** cannot read or cannot easily understand the instructions – language barriers
 - **58%** missed taking the medication
 - **68%** missed because cannot afford to pay
-

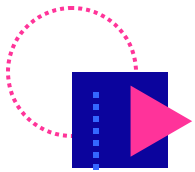


Neighborhood Clinic: Confidence of Medication Usage

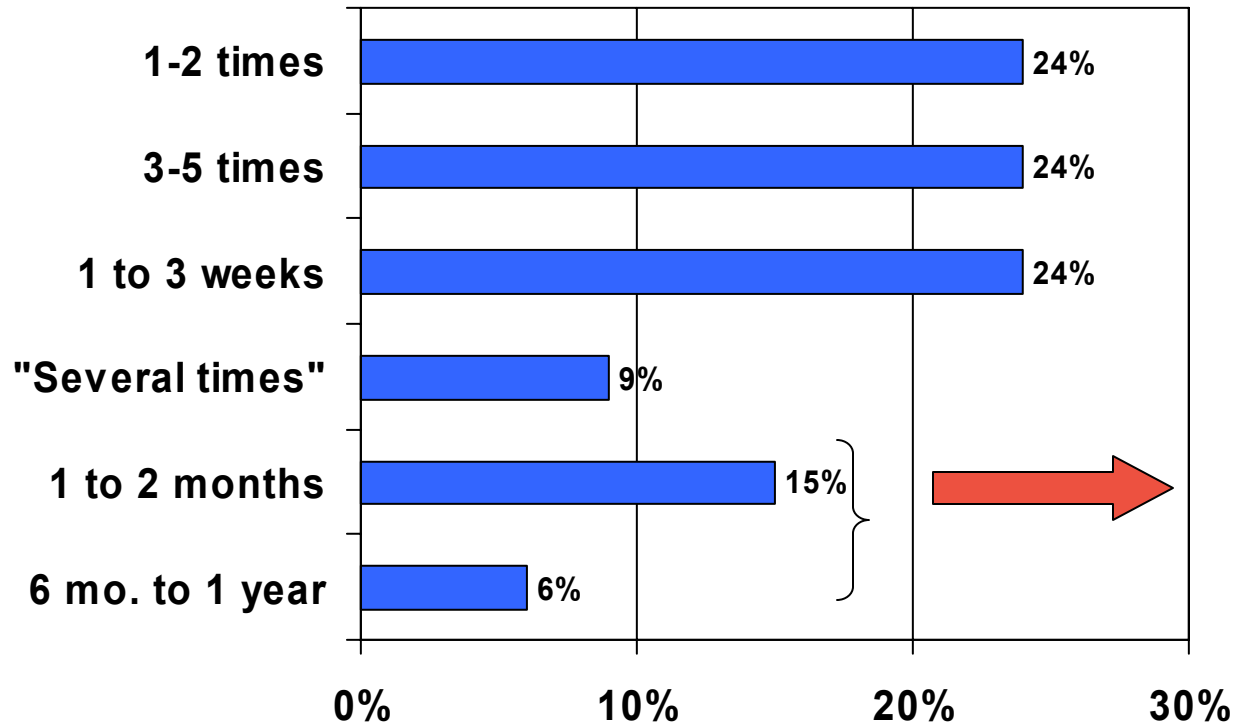


Among those who said "very sure" 43% took their medications incorrectly or didn't know what food/drink to avoid

Q2e. How sure are you that you are taking (target medication) correctly?

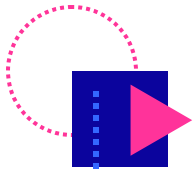


Neighborhood Clinic: Number of Missed Medications



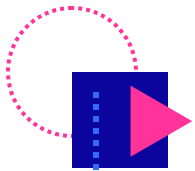
3 patients
suffered serious
problems from
missing
medications:
2 were taken to
ER
1 suffered a
heart attack and
toe amputation

Q5a. *How many times did you miss taking (target medication)?*

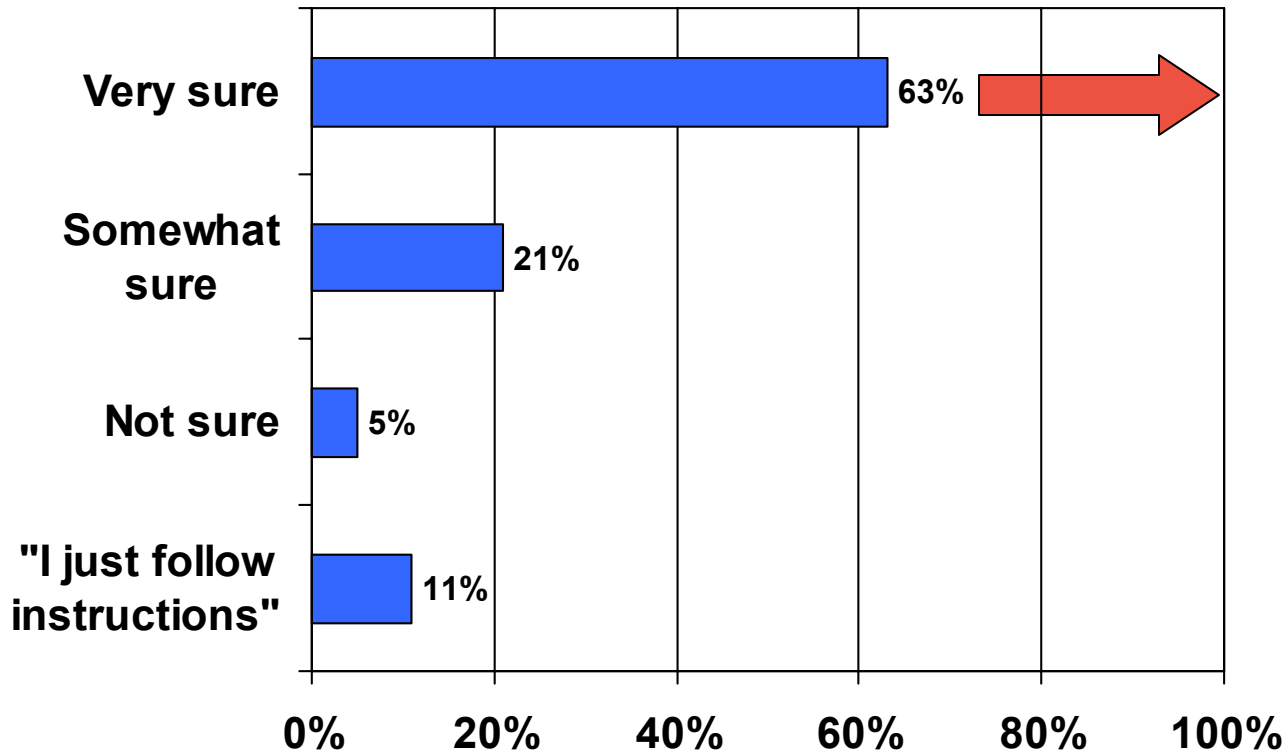


Key Findings: Senior Clinic

- **37%** don't feel very sure they are taking the medication correctly
 - **40%** cannot read or easily understand the instructions
 - **24%** use mail order
 - **41%** missed taking the medication
-

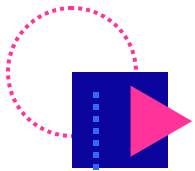


Senior Clinic: Confidence of Medication Usage

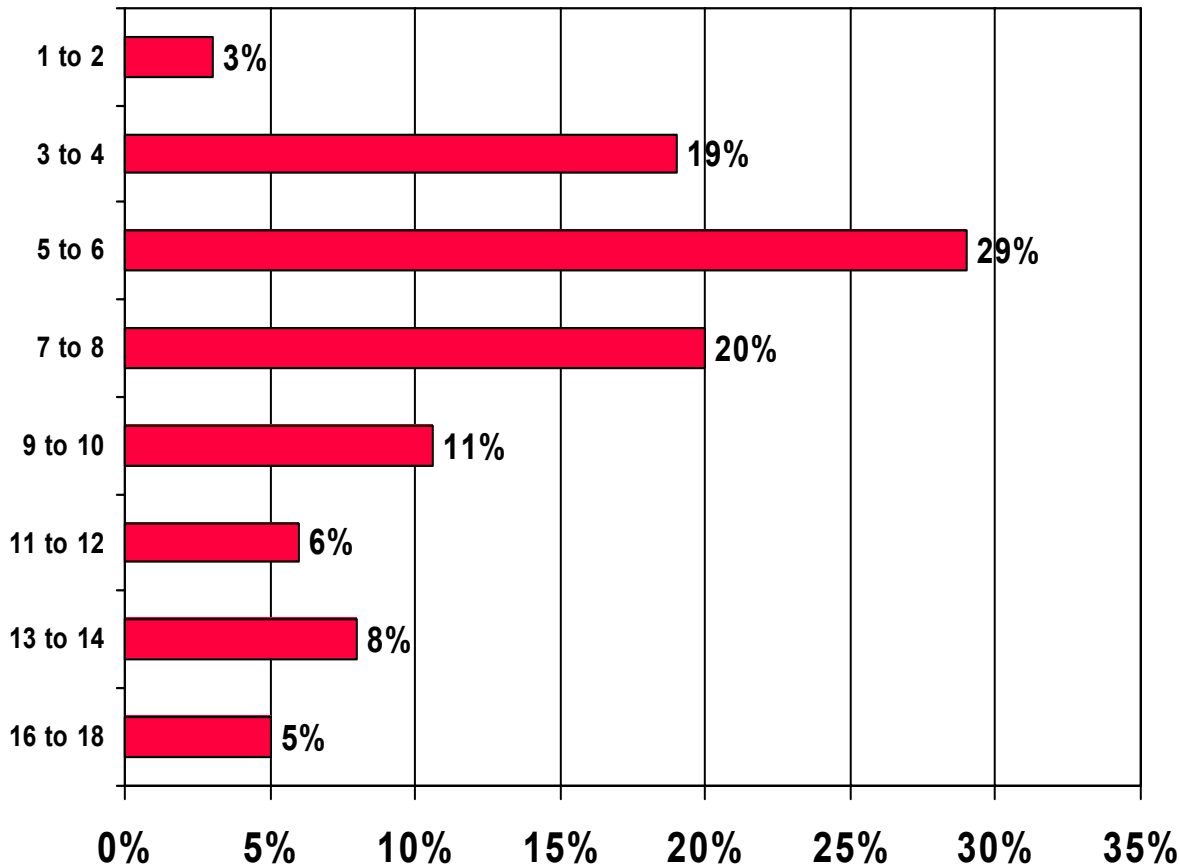


Among those who said **"very sure"** 46% didn't know what food/drink to avoid or took their medications incorrectly

Q2e. *How sure are you that you are taking (target medication) correctly?*

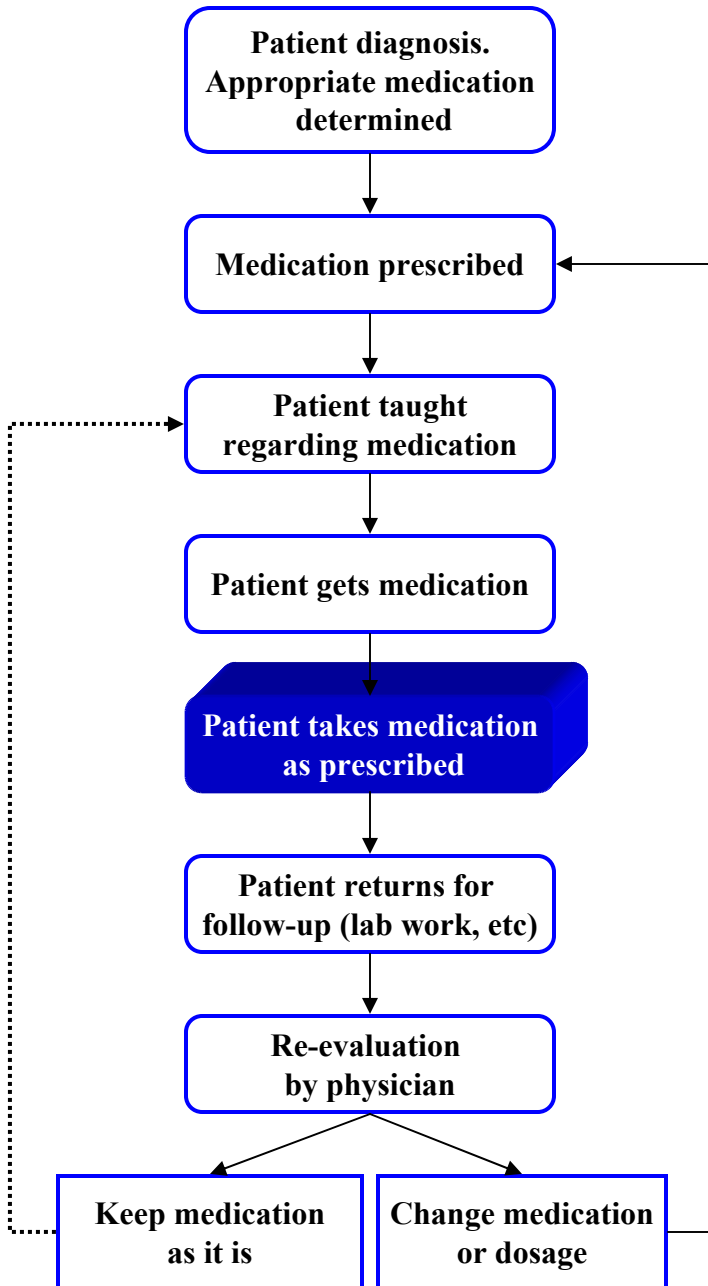


Senior Clinic: Total Number of Medications Per Patient

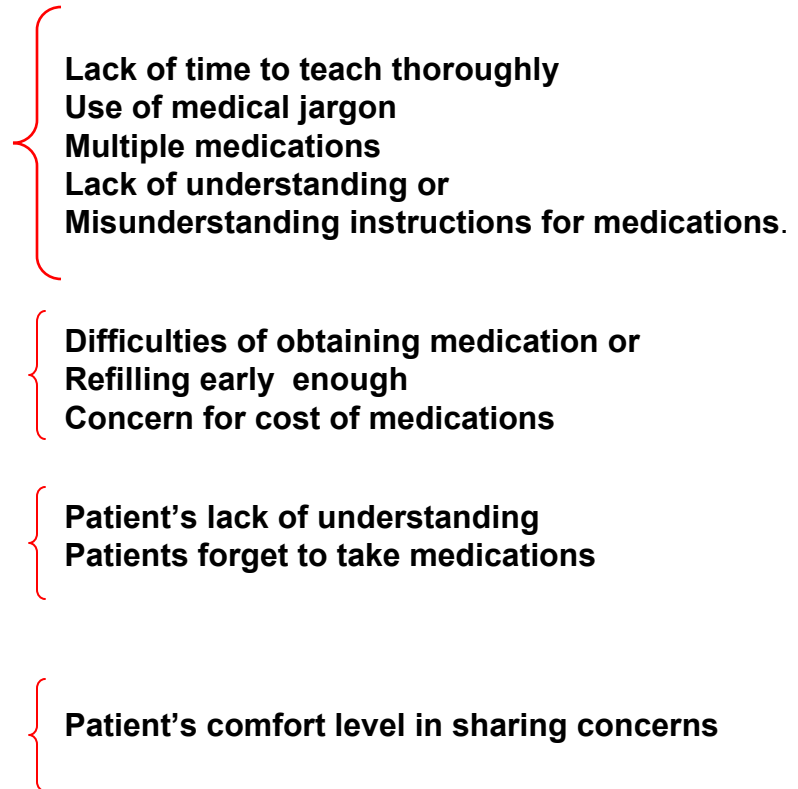


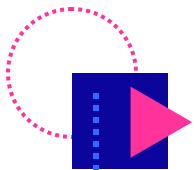
*On average,
patients were
taking 7.3
prescribed
medications
(range: 1-18)*

PROCESS

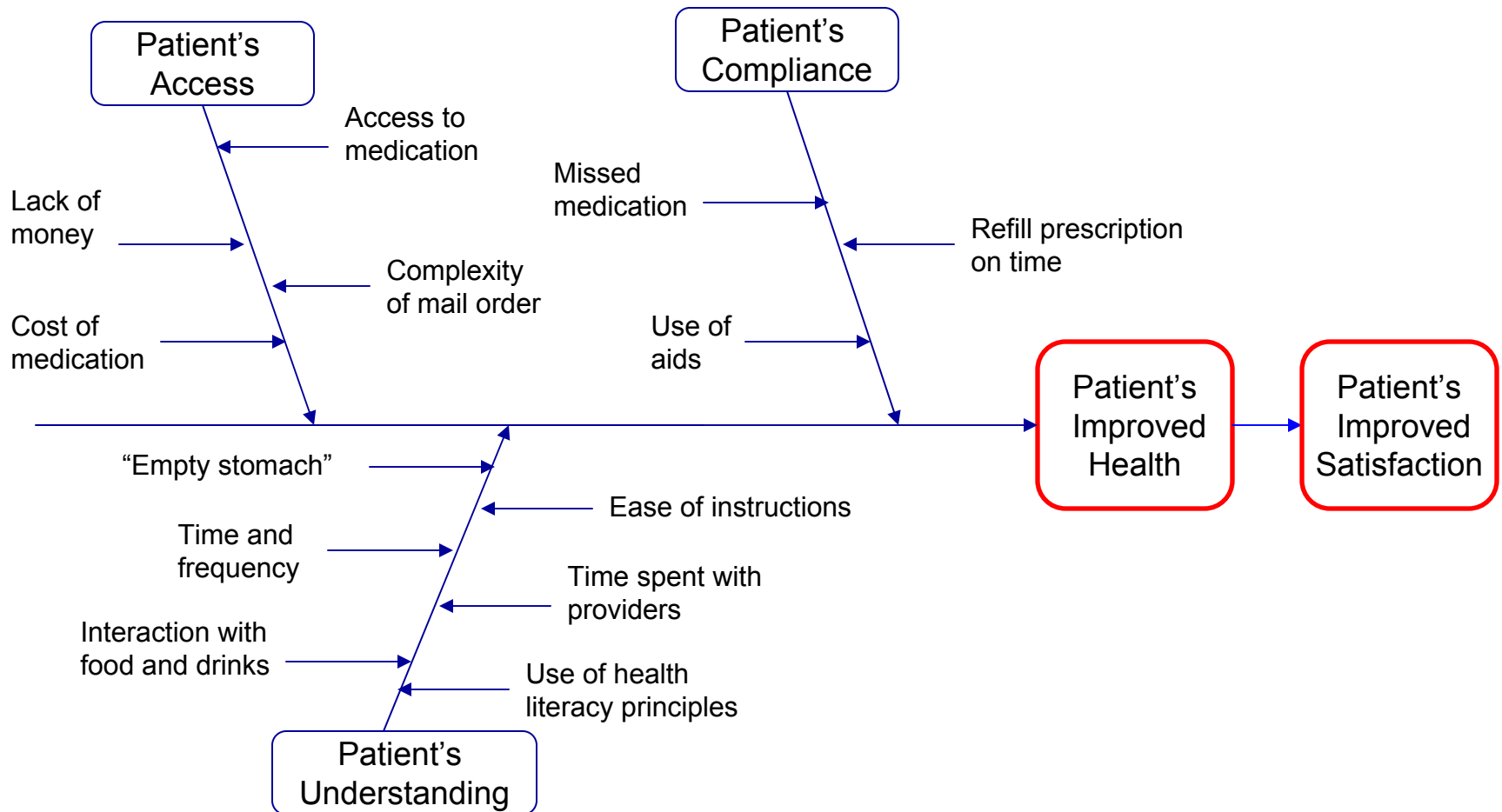


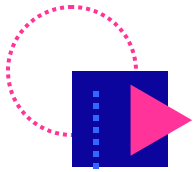
BARRIERS





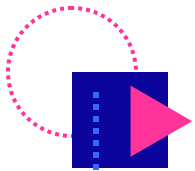
Cause and Effect Diagram





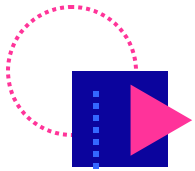
Phase III Intervention

- Health provider training
- Patient education
- Community education



Provider Training: AMA Tool Kit for Clinicians





Provider Training: Health Literacy Principles

- Create a shame-free environment
 - Communicate clearly and simply
 - Teach in ways the patient learns best
 - Verify understanding
-

Patient Education: Medication Management



MESSAGE FROM THE NEIGHBORHOOD CLINIC:

BRING
your bag!



Bring all your medications in their original containers to every clinic visit.

Why?
To keep you safe and healthy, we need to see what you take, and how you take it.

Please bring:

- all your medications—prescription and store-bought
- any vitamins, minerals, herbs, or supplements
- anything else you take for your health, from any country in the world

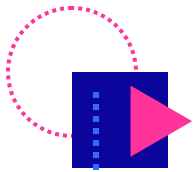
IHC

If you have a "Medication Manager" sheet, bring that, too!

Review medication

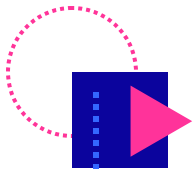
Assess level of understanding and level of compliance

Provide educational aids

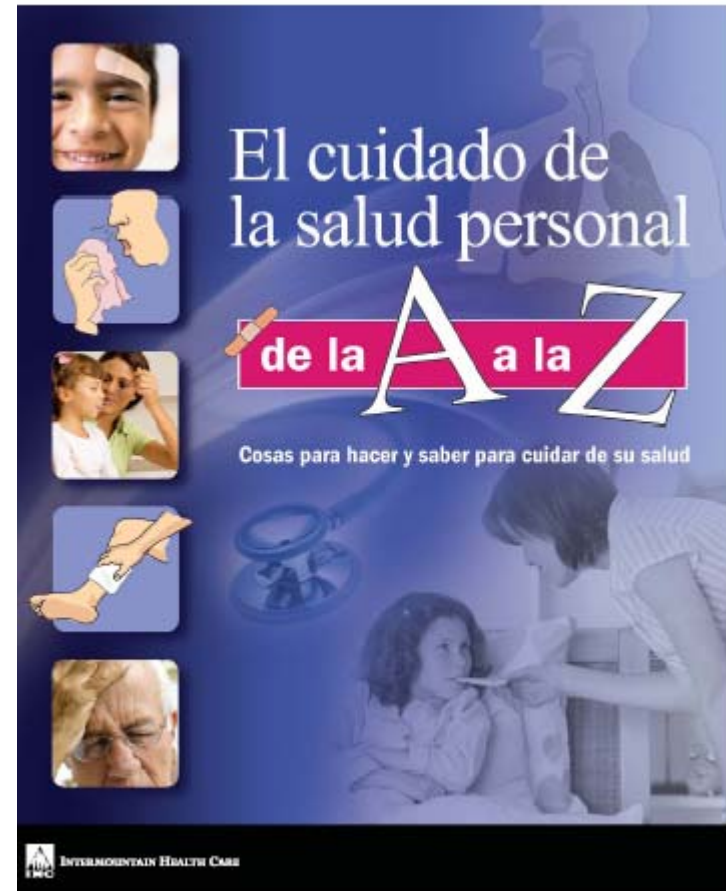
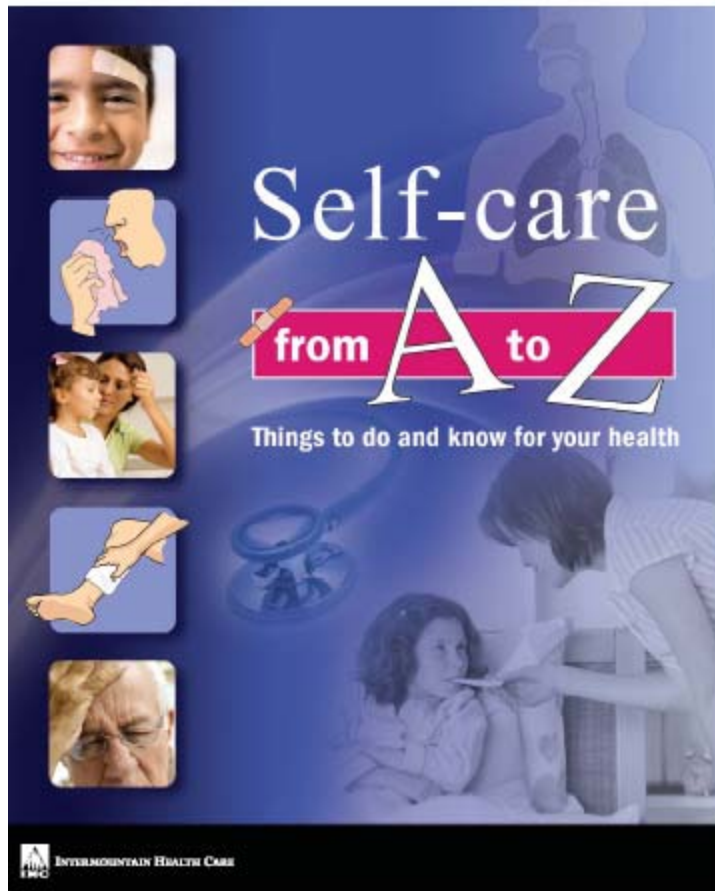


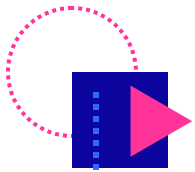
Patient Education Case Story





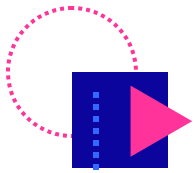
Community Education: Self-Care Guide





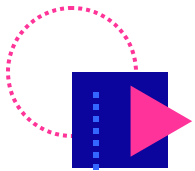
Phase IV Evaluation





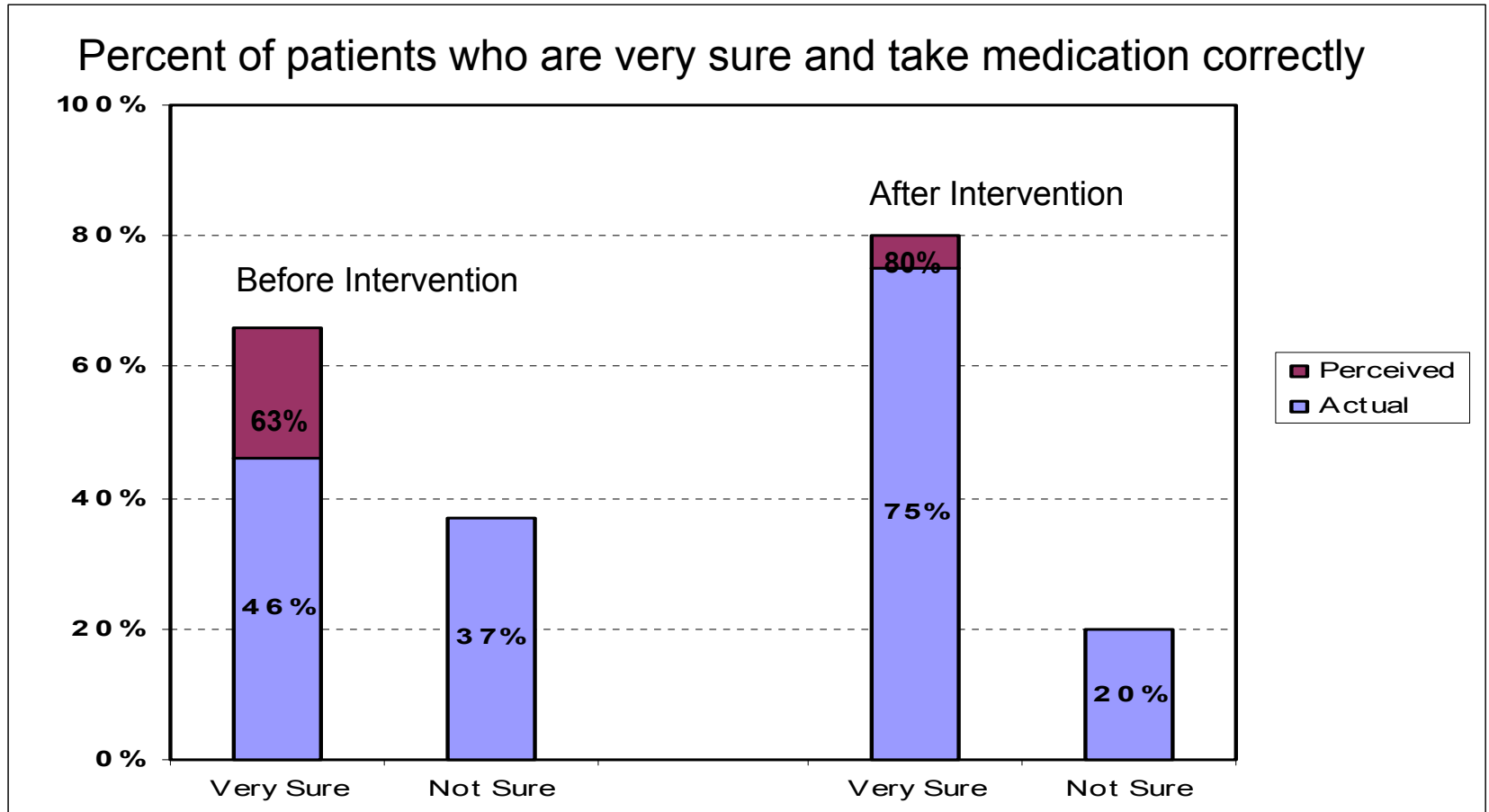
How Will We Know if Interventions Are Working?

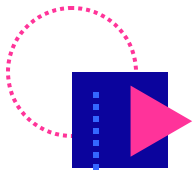
- Improve correlation between confidence and compliance
 - Decrease number of missed medication
 - Improve laboratory results
 - Improve patient satisfaction
-



Preliminary Data

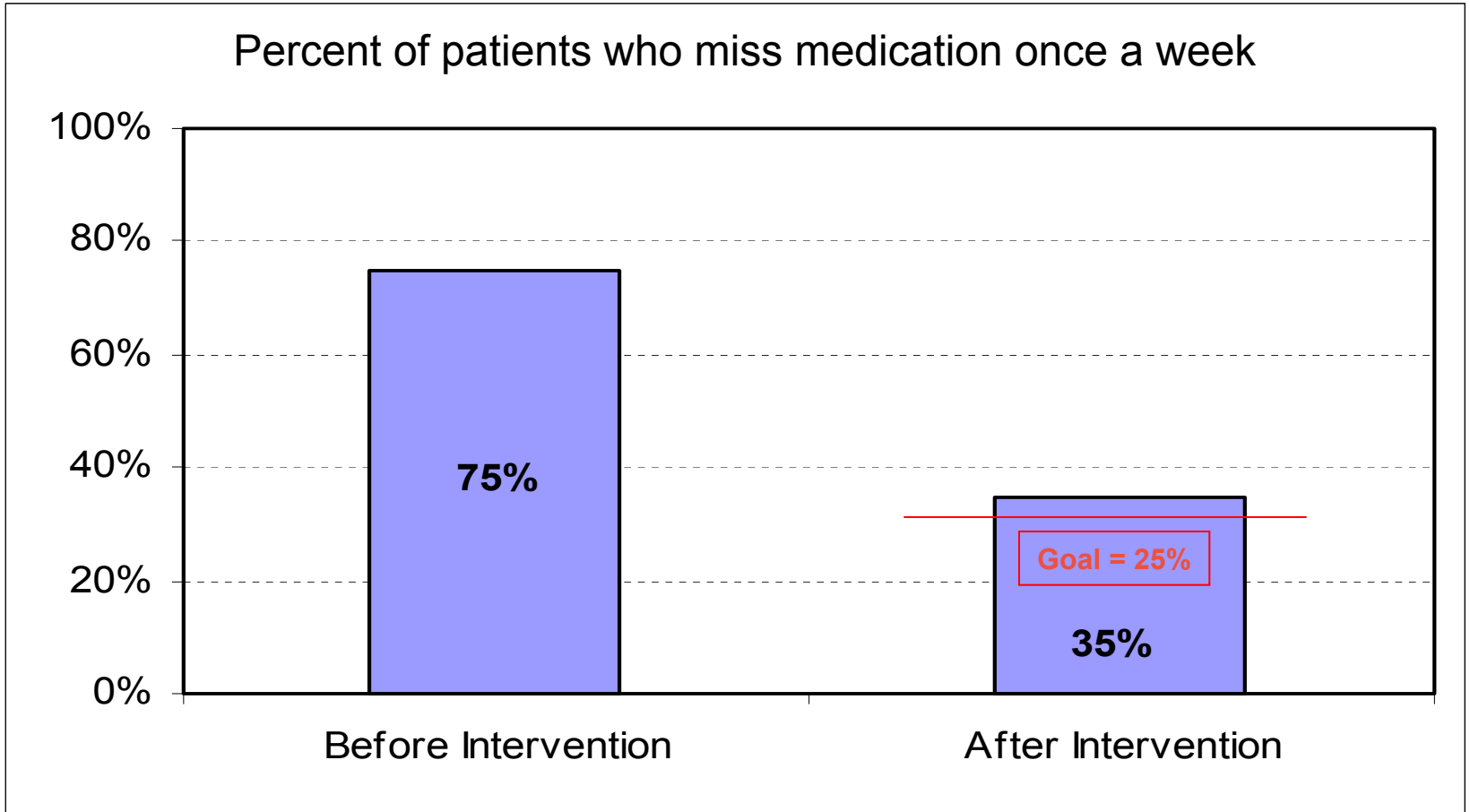
Patient Confidence and Compliance

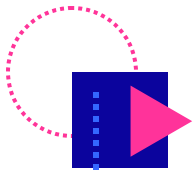




Preliminary Data

Patients Missing Medication

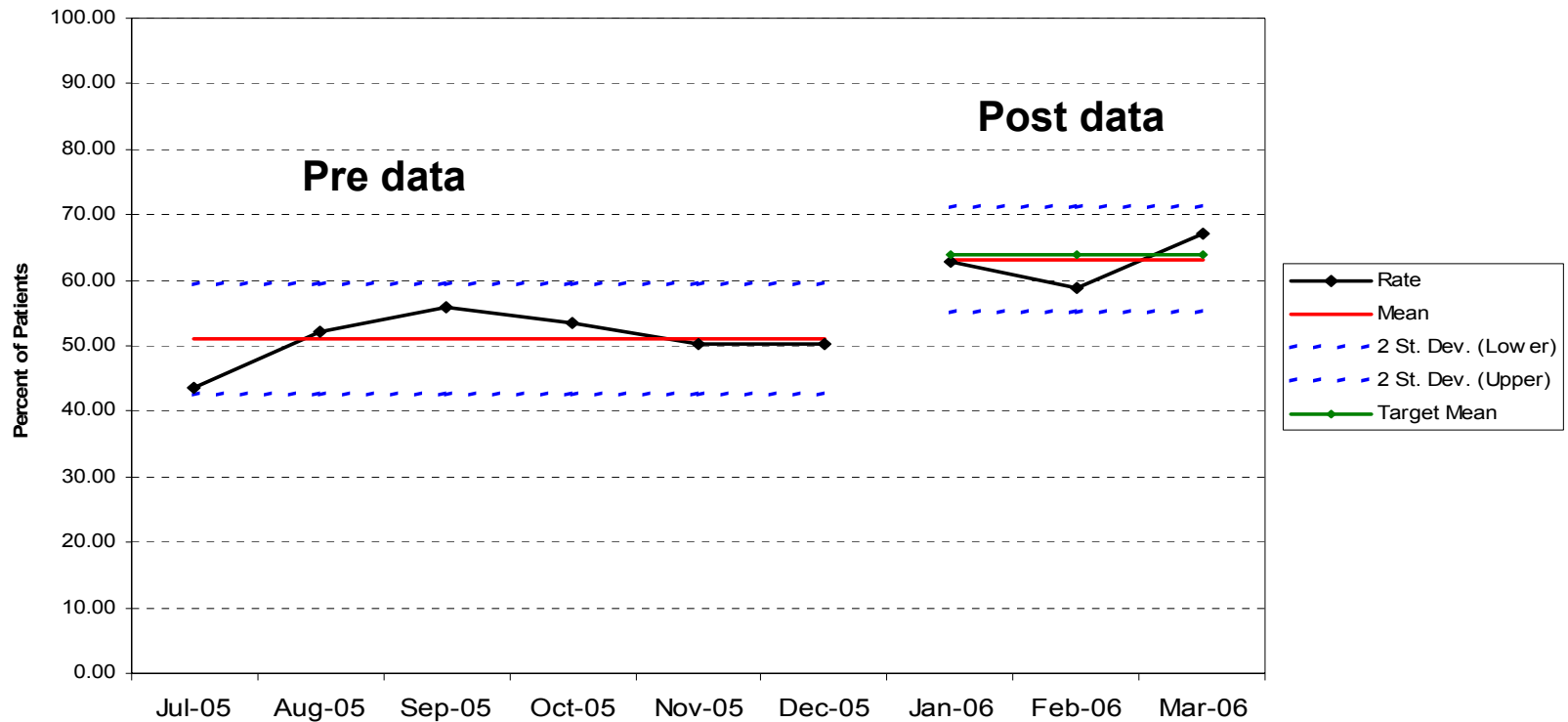


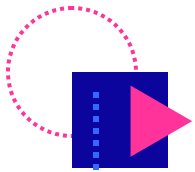


Preliminary Data

Patients Laboratory Results

Senior Clinic - LDL Cholesterol < 100 mg/dl
(Example Run Chart)

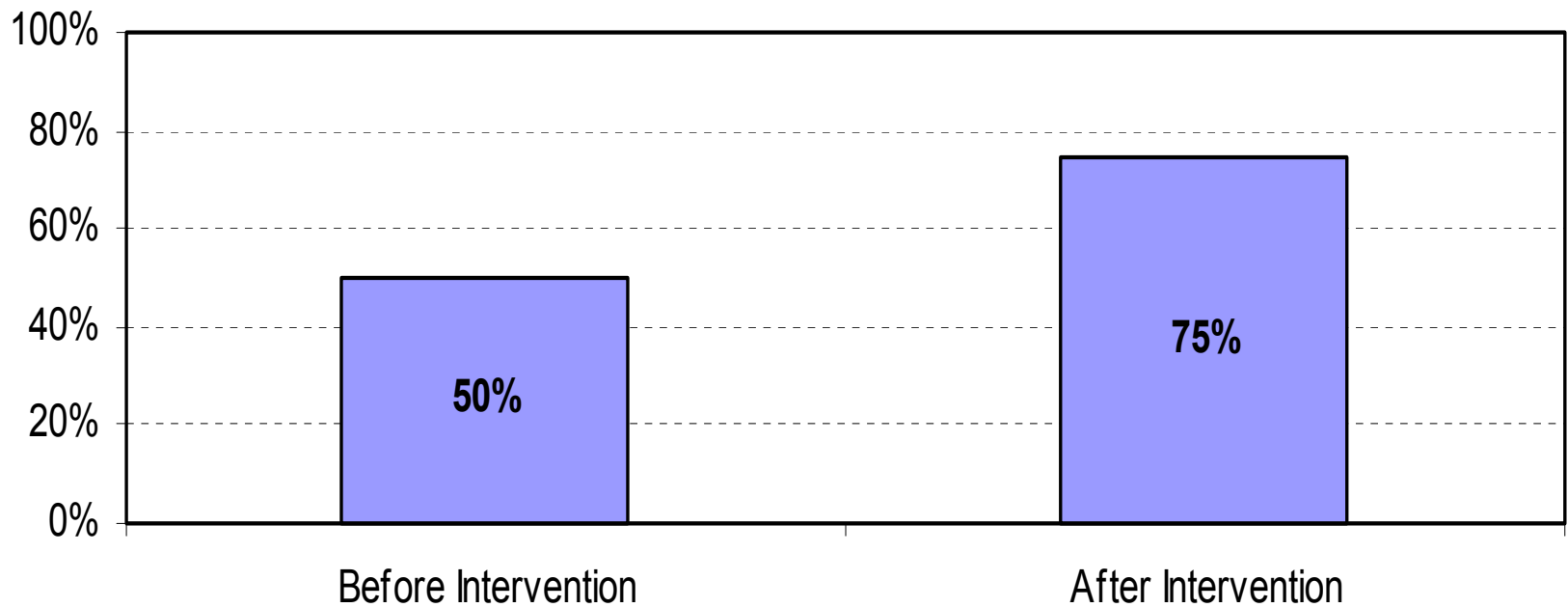


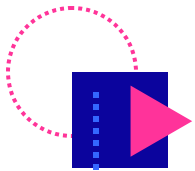


Preliminary Data

Patients Satisfaction

Percent of patients that rate quality of care as excellent





“Efforts to improve quality, reduce costs, and reduce disparities in health care cannot succeed without simultaneous improvements in health literacy.”

David A Kinding, MD
Institute of Medicine