

BC Health Literacy Prototype

Patients as Partners in Primary Health Care

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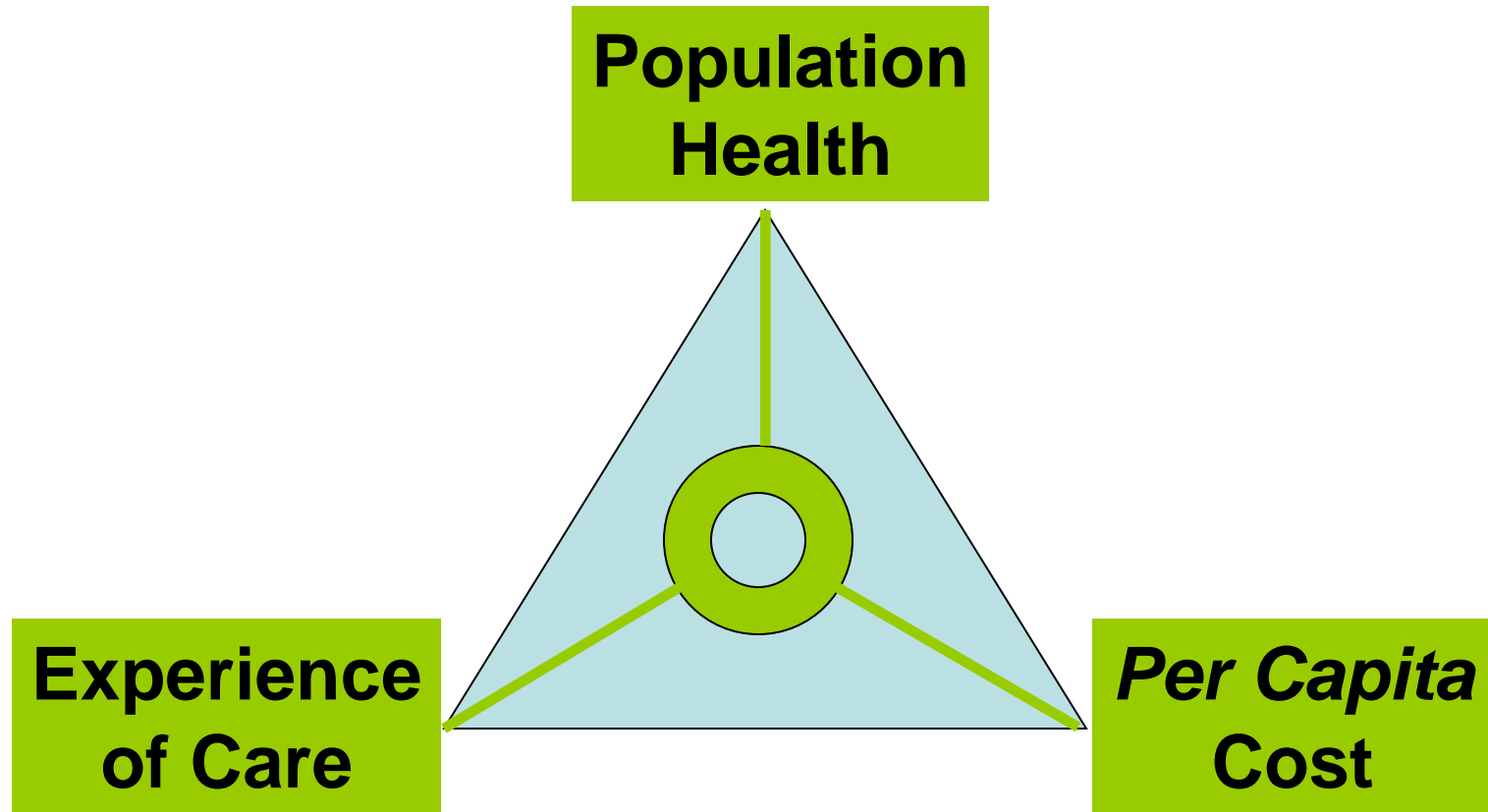
Primary Health Care Charter

A Collaborative Approach



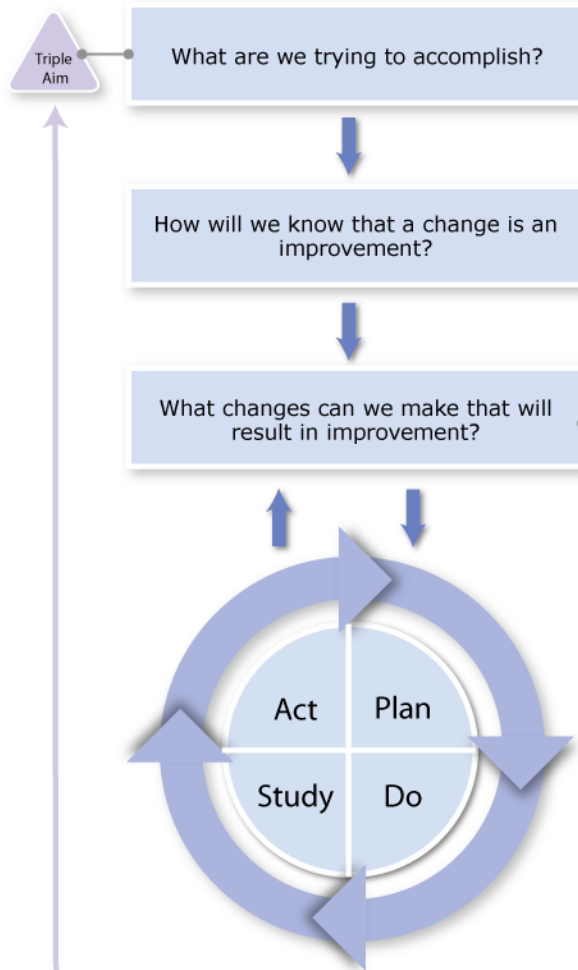
Triple Aim

Three Dimensions of Value

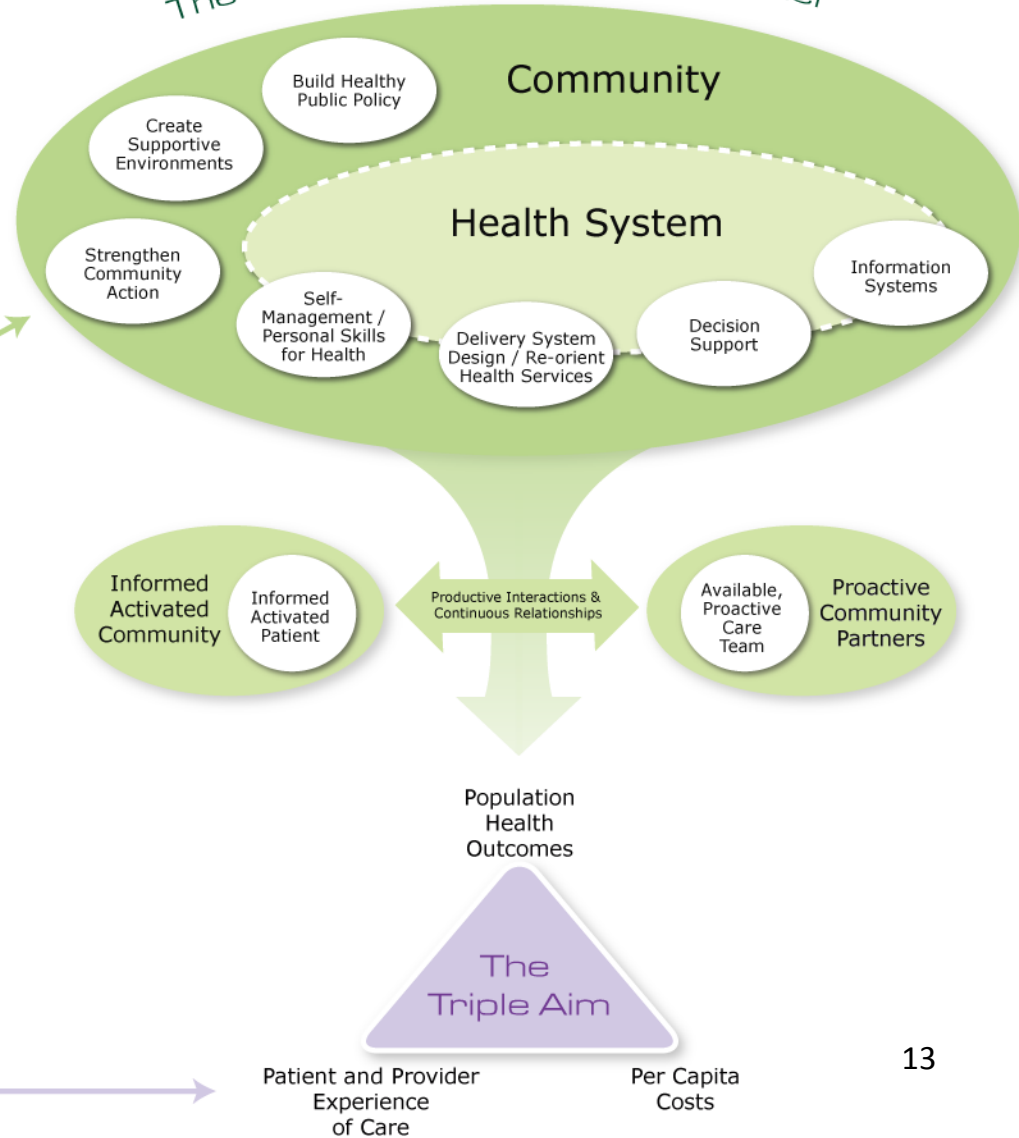


Driving to desired outcomes, through an evidence based care model and a change management model

The Model for Improvement



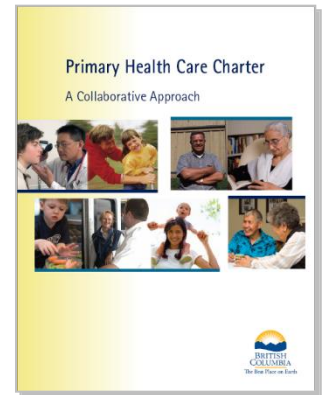
The Expanded Chronic Care Model



Guiding Primary Health Care

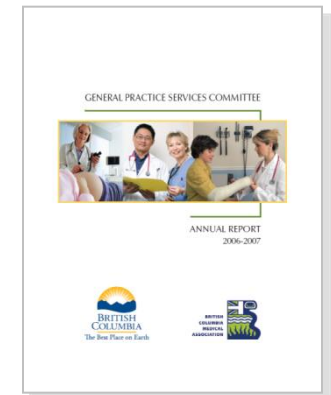
Primary Health Care Charter

- Integrated system approaches to different population health needs
- In 2007/08, approximately 1/3 of British Columbians had a chronic condition. These individuals utilized about 83% of the combined MSP, Pharmacare and Acute Care budgets
- Available at http://www.health.gov.bc.ca/library/publications/year/2007/phc_charter.pdf



General Practice Services Committee (GPSC)

- Collaboration between BC's General Practitioners, Health Authorities, the Ministry and the BC Medical Association to improve the quality of patient care
- Value us, Pay us, Train us, Support us
- Available at http://www.health.gov.bc.ca/library/publications/year/2008/GPSC_AnnualReport0708.pdf



Why patient experience in PHC?

When patients have a good experience with their healthcare and are engaged in the system, the result is:

- Better safety
- Better clinical outcomes
- Reduced costs
- Improved support for BC's healthcare system
- Good experience of care for patients and health professionals

Wilson, T. Improving Service Experience, PricewaterhouseCoopers, LLP
September 2008.

Patients as Partners – our definition

Patients and families are partners in primary health care when they are supported and encouraged to :

- ✓ participate in their own health care
- ✓ participate in decision making about that care
- ✓ participate at the level they choose
- ✓ participate in quality improvement and health care redesign in ongoing and sustainable ways

Core principles of family-centered care

- Dignity and Respect
- Information Sharing
- Participation
- Collaboration

Institute for Family-centered Care
<http://www.familycenteredcare.org/>

Three BC patients as partners priorities

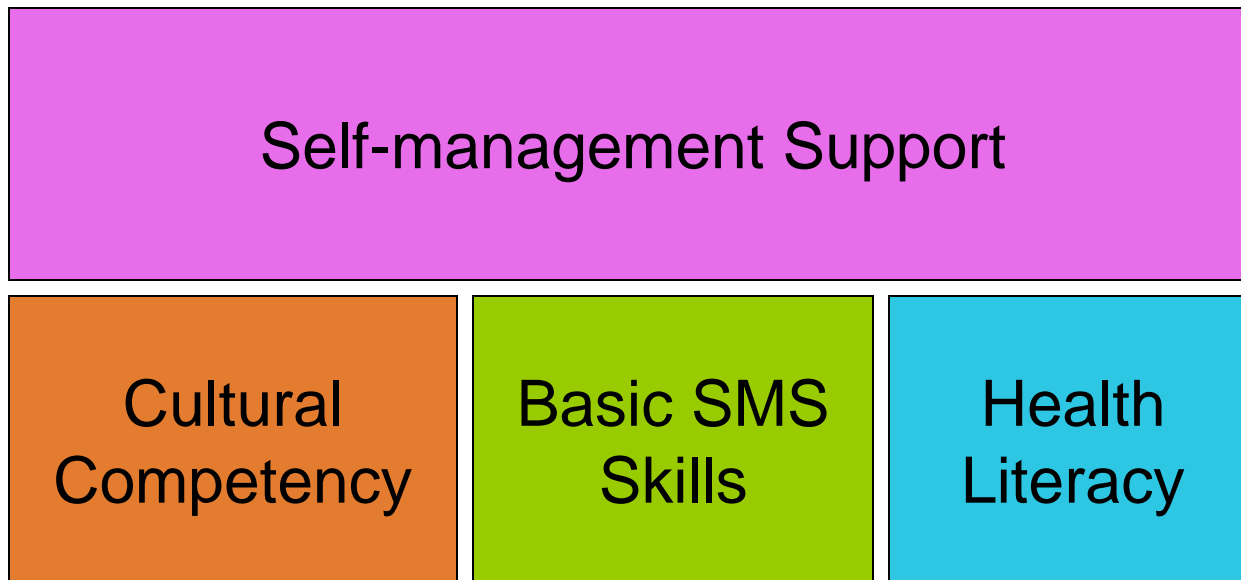
Centre: Individual Health Care

Middle: Shaping the Primary Health Care System

Outside: Bringing in the Community



Foundation for Self-management support



Prototype Collaborative: Partners and Participants

- Impact BC
- Legacies 2010
- BC Ministry of Health Services
- BC Medical Association
- Teams: Primary health care practices, literacy learners, literacy practitioners, Health Authority staff, community, quality improvement faculty

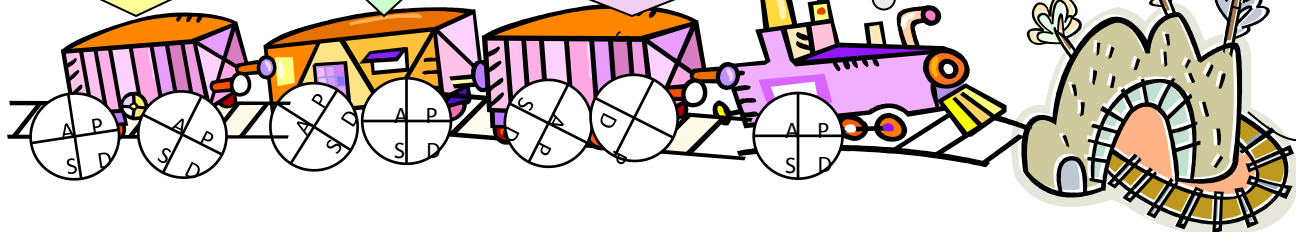
Health Literacy in Communities Prototype Collaborative Improvement Journey

I think we can!
Changes we can
make to improve
health literacy

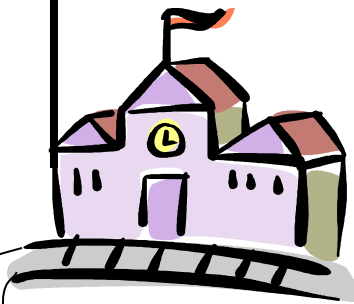
Ensure
Understanding

Partner
Community

Build
Relationships



Improved Health Literacy
What we can measure:
Info Sharing, Values/Prefer.
Medication Taking,
Confidence ask questions...



What are we trying to accomplish with BC Prototype in Health Literacy?

- Understand what health literacy means
- Know why health literacy is important
- Learn some techniques to improve health literacy so that our patients can benefit from self-management support
- Make a plan to test some health literacy improvements in our location

Health Literacy is...

“the ability to access, understand, evaluate and communicate information as a way to promote, maintain and improve health in a variety of settings across the life-course”
(Rootman and Gordon-El-Bihbety, 2008)



But there is another important component:

“The ability of professionals and institutions to communicate effectively so that community members can make informed decisions and take appropriate actions to protect and promote their health.”

adapted from Rootman and Gordon-El-Bihbety, 2008 and Health and Literacy Partnerships, Focus on Basics, World Education, Vol. 9, Issue B, September, 2008.

Why is health literacy important?

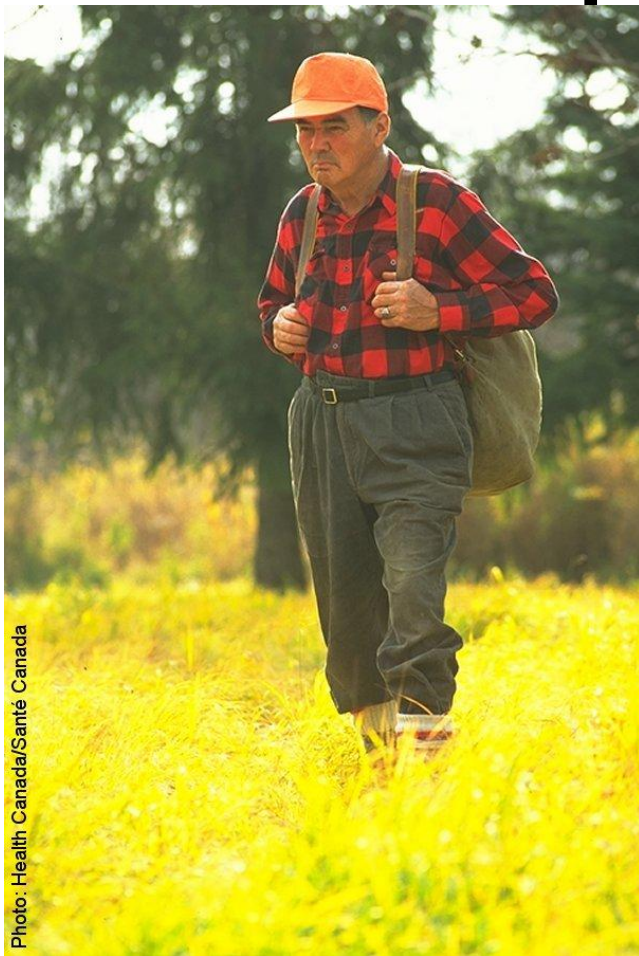


Photo: Health Canada/Santé Canada

1. Large numbers
2. It effects health
3. More chronic disease
4. Cost
5. Complex health information
6. Fairness

Courtesy of Dr Irv Rootman

Shared Understanding :

- Health literacy is the match between the expectations , preferences and skills of individuals seeking health information and services and the expectations, preferences and skills of those providing information and services.
- If we don't address health literacy, people have more health problems and health care costs more.
- Requires a population health approach

I had a pain in my stomach. The doctor did some tests.

He said I had a blgrkrdmr.

I didn't understand the word he used.

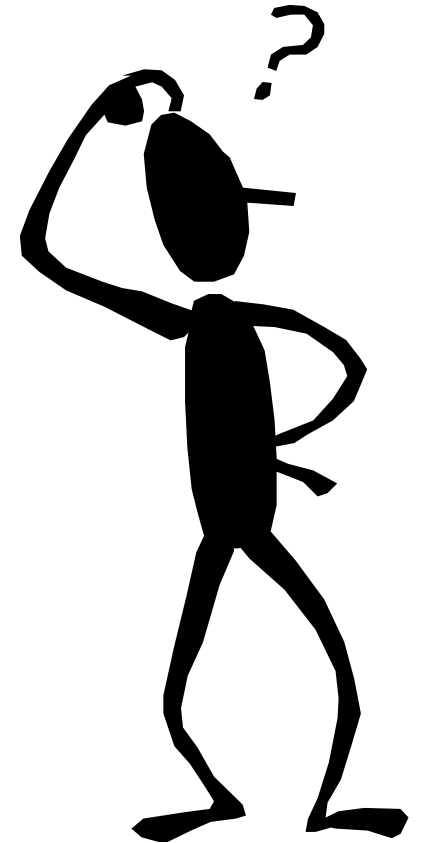
I asked him, "What is a blgrkrdmr?"

He said it was a grtiytuhr of the ptorjfm btbba.

I still didn't understand.

He asked me, "Do you understand?"

I just said yes.



Key Changes for Improving Health Literacy

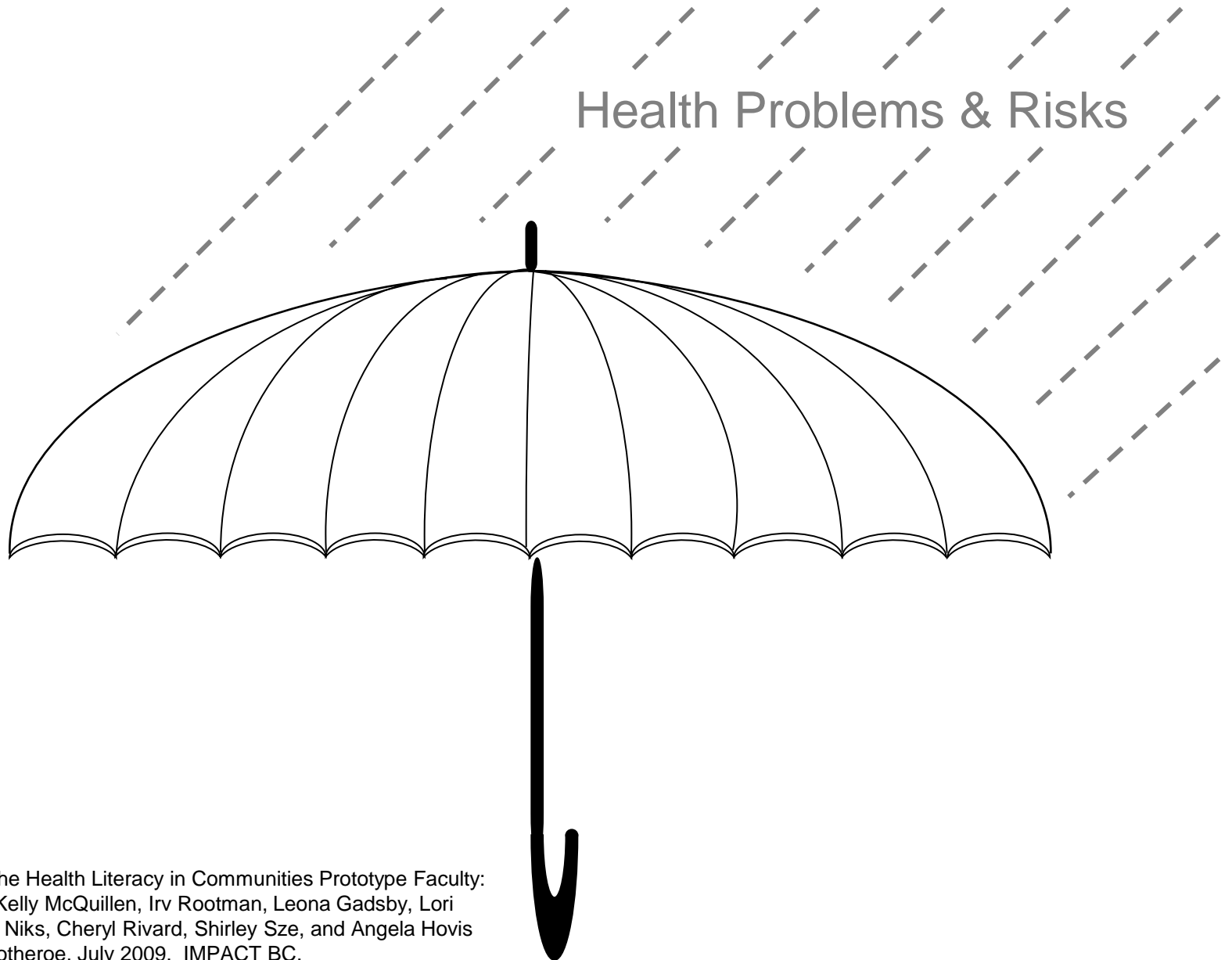
Our BC Prototype : The Health Literacy Umbrella

Health Problems & Risks



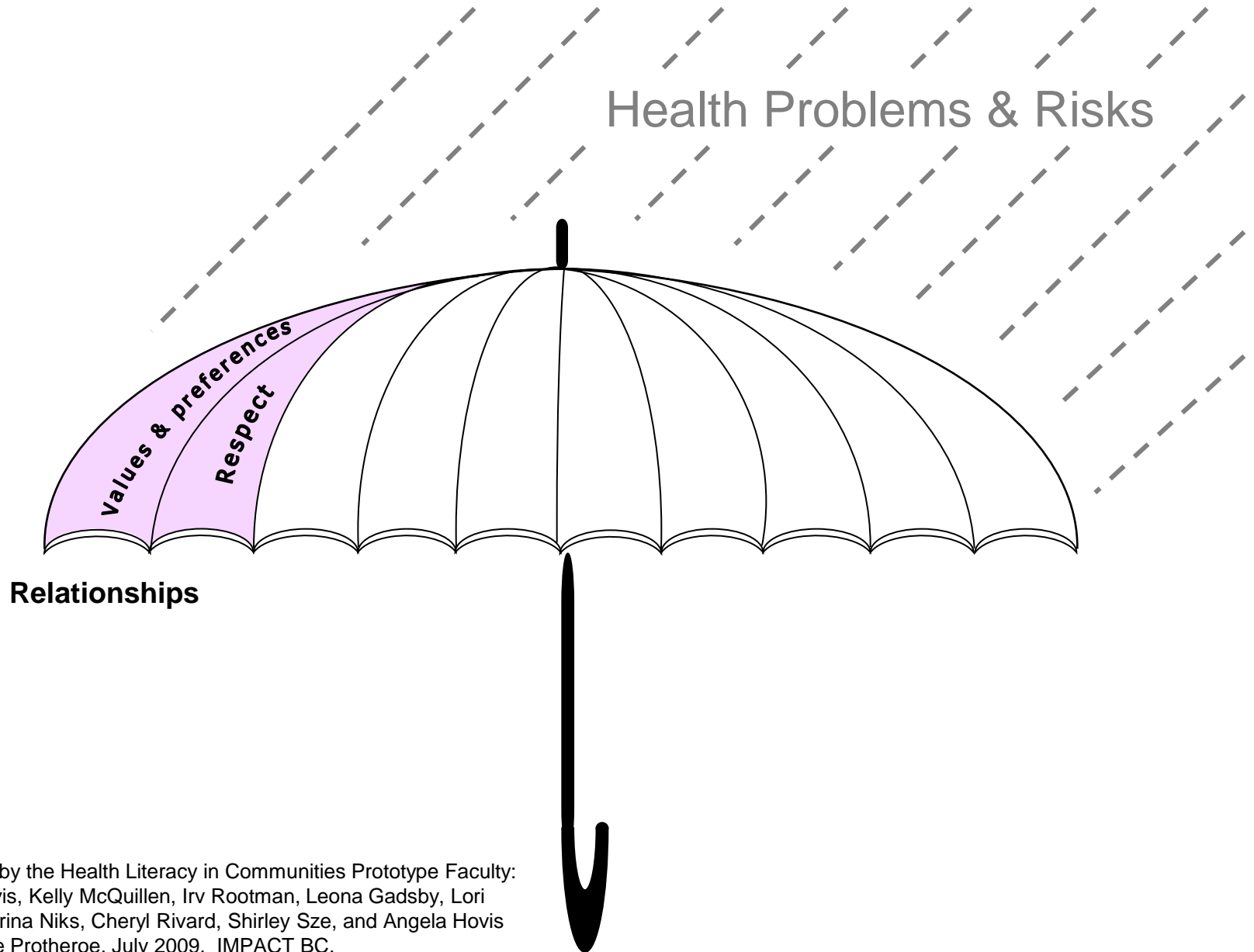
Developed by the Health Literacy in Communities Prototype Faculty:
Connie Davis, Kelly McQuillen, Irv Rootman, Leona Gadsby, Lori
Walker, Marina Niks, Cheryl Rivard, Shirley Sze, and Angela Hovis
with Joanne Protheroe, July 2009. IMPACT BC.

The Health Literacy Umbrella



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Measuring Improvement at Burnaby Office Practice Site

Help Us Be Better Health Care Partners: We Want Your Feedback!

Would you please take a few moments to help us improve?

Thank you for your time.



Put a ✓ in the box that best describes what you think. Statements are about your visit today.	I Do Not Agree 	I'm Not Sure 	I Agree 	I Strongly Agree! 
EXAMPLE: I feel good today.			✓	
1. My doctor <u>explained things</u> to me in a way that was easy to understand.				
2. My doctor <u>asked about my ideas, my beliefs, and what I wanted</u> when we planned my care.				
3. I felt comfortable <u>asking questions</u> .				
4. It was <u>easy</u> for me to tell the doctor when there was <u>something I did not understand</u> .				
5. <u>I know how to use the 8-1-1 Nurse Line</u> to get health information by phone.				

We want the best partnership with you as possible. Please use the space below to tell us about **ANYTHING** we could do to be a better health partner with you.

Thank you very much!

请帮助我们为您提供更好的健康服务：我们需要您的反馈意见！

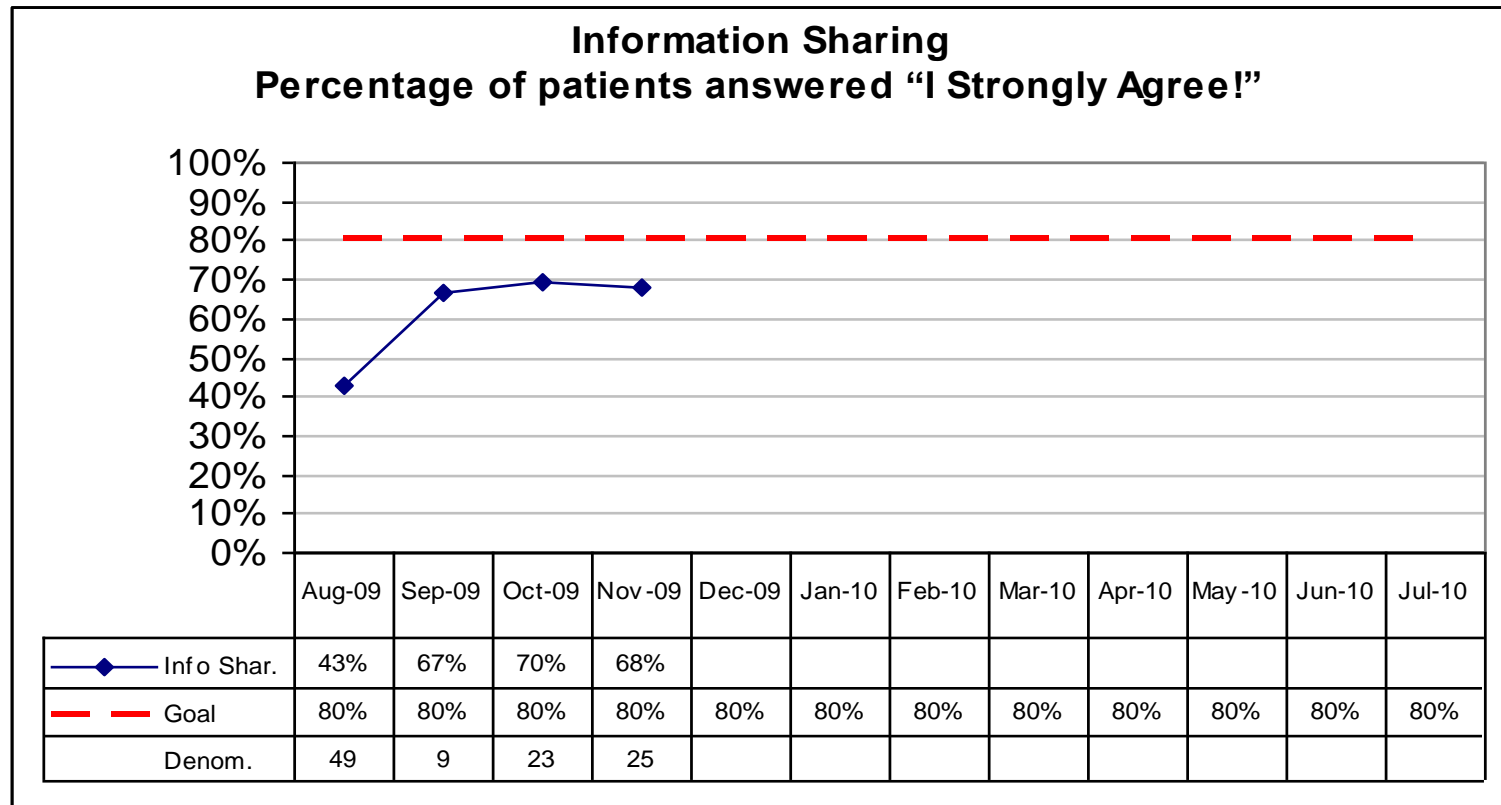
感谢您的宝贵时间！

根据您今天的就诊，请在最符合您想法的方格中打✓。	我不同意 	我不确定 	我同意 	我非常同意！ 
例如： 我今天感觉很好。			✓	
1. 我的医生用明白易懂的话语为我解释病情及治疗方案。				
2. 当制定治疗计划时，我的医生会询问我的观点和想法。				
3. 我可以轻松随意的向我的医生提问题。				
4. 如果遇到没听懂的地方，我可以轻松随意的告诉我的医生，请他/她做进一步的解释。				
5. 我知道怎样拨打 8-1-1 护理专线去获得免费的健康咨询。				

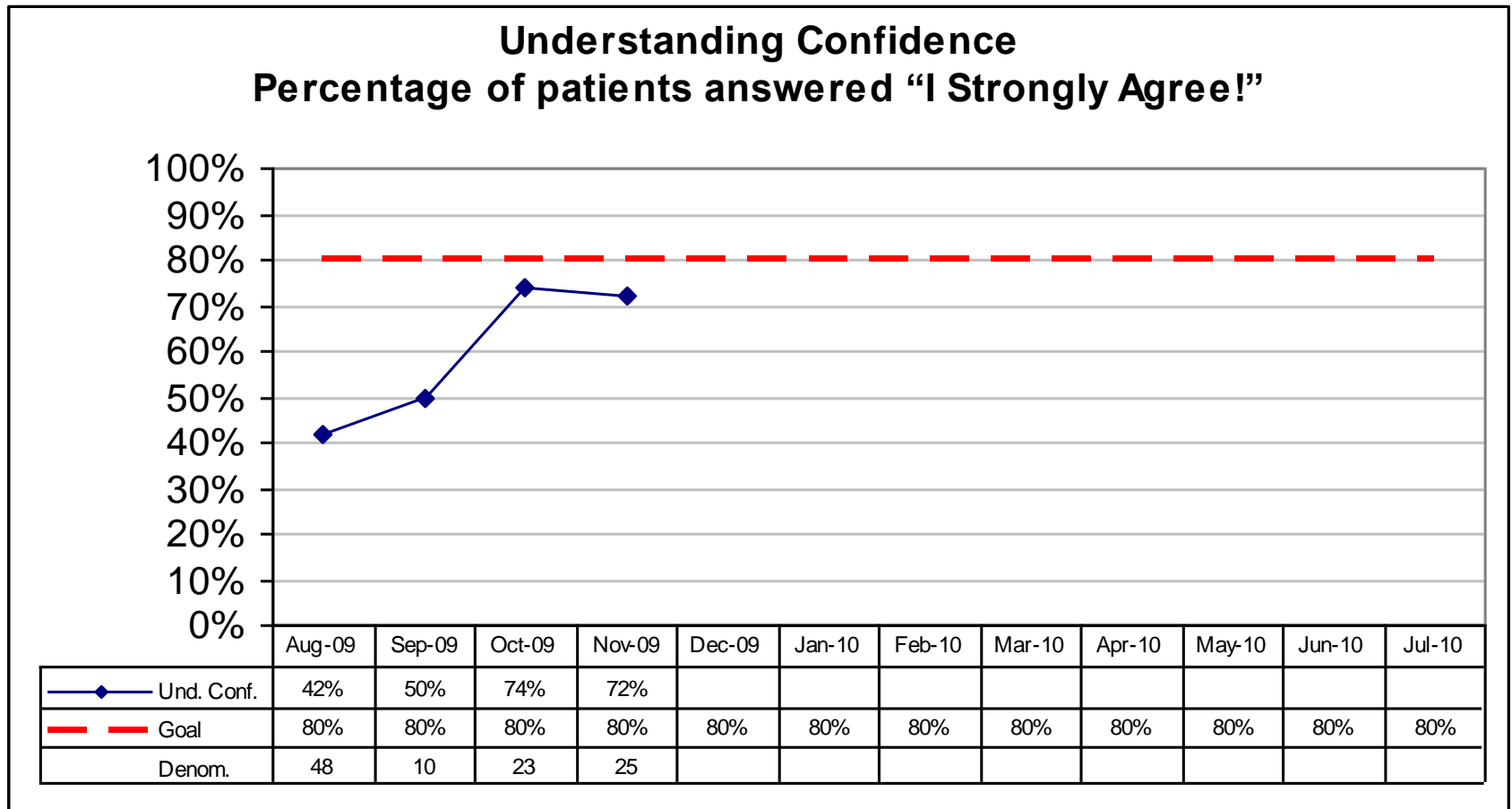
我们希望为您提供尽可能优质的健康服务。为了让我们做得更好，请告诉我们您的任何想法和建议。

非常感谢！

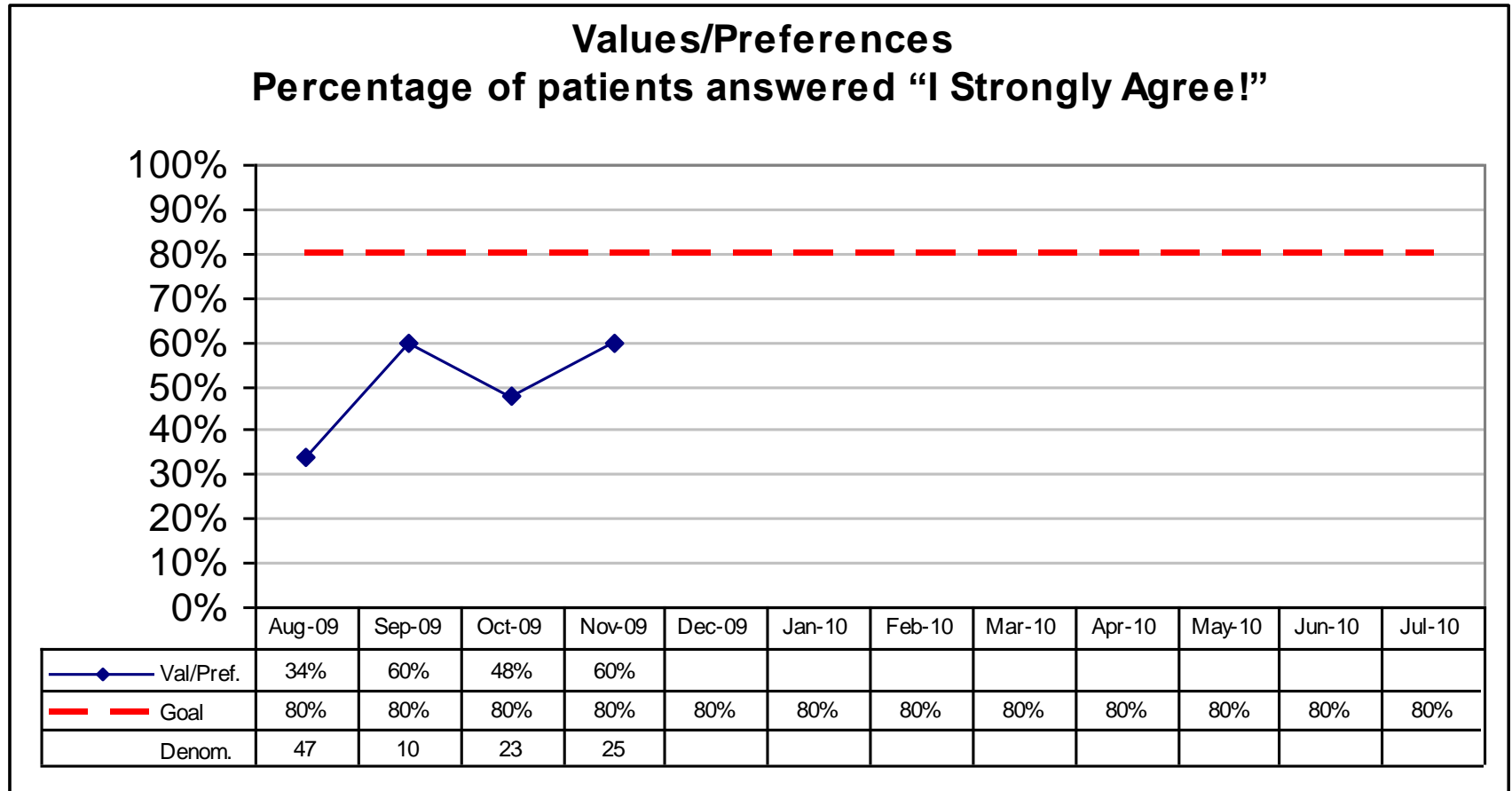
“My doctor explained things to me in a way that was easy to understand.”



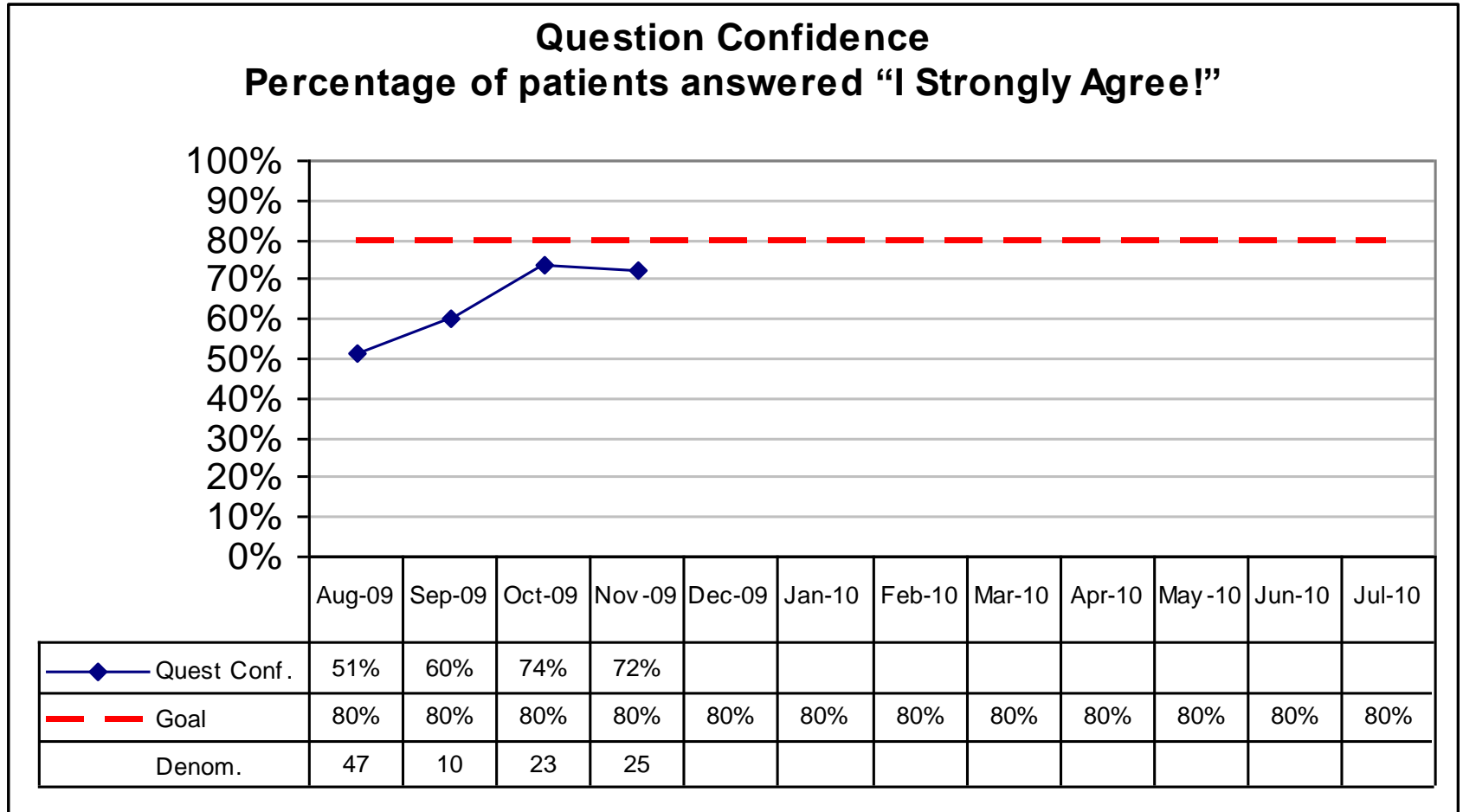
“It was easy for me to tell the doctor when there was something I did not understand.”



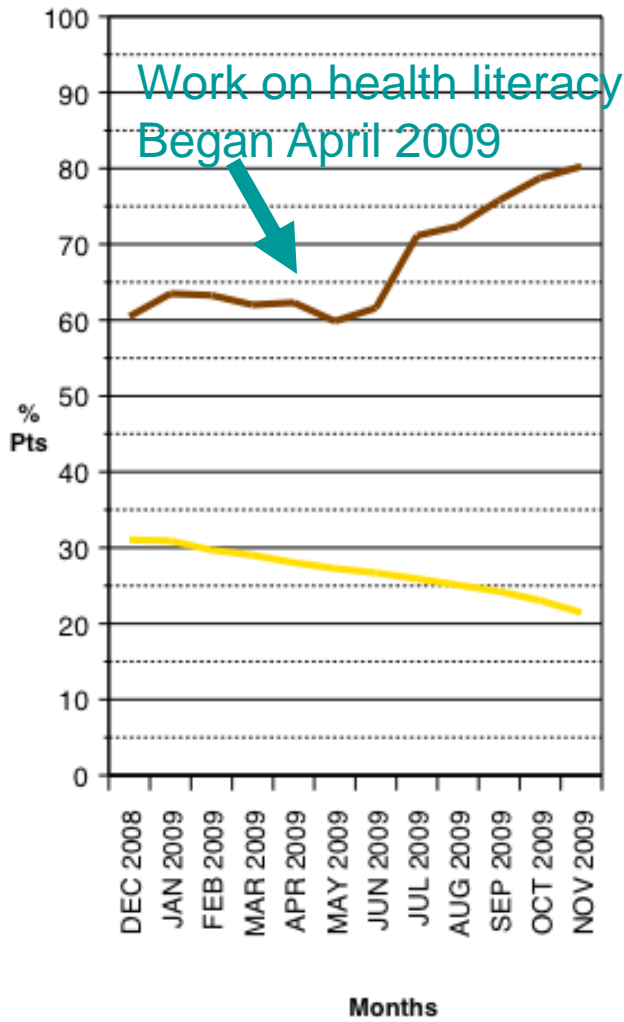
“My doctor asked about my ideas, my beliefs, and what I wanted when we planned my care.”



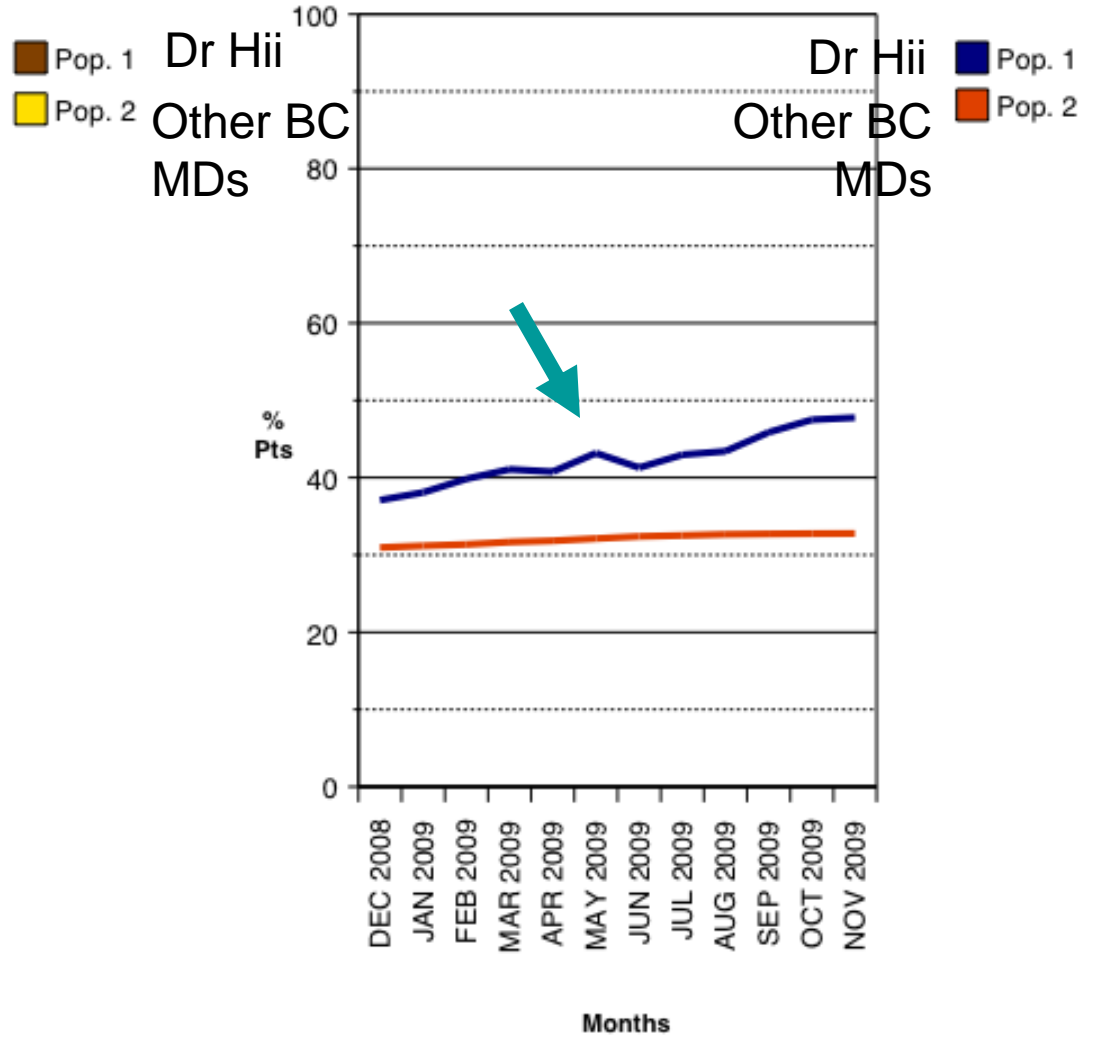
“I felt comfortable asking questions.”



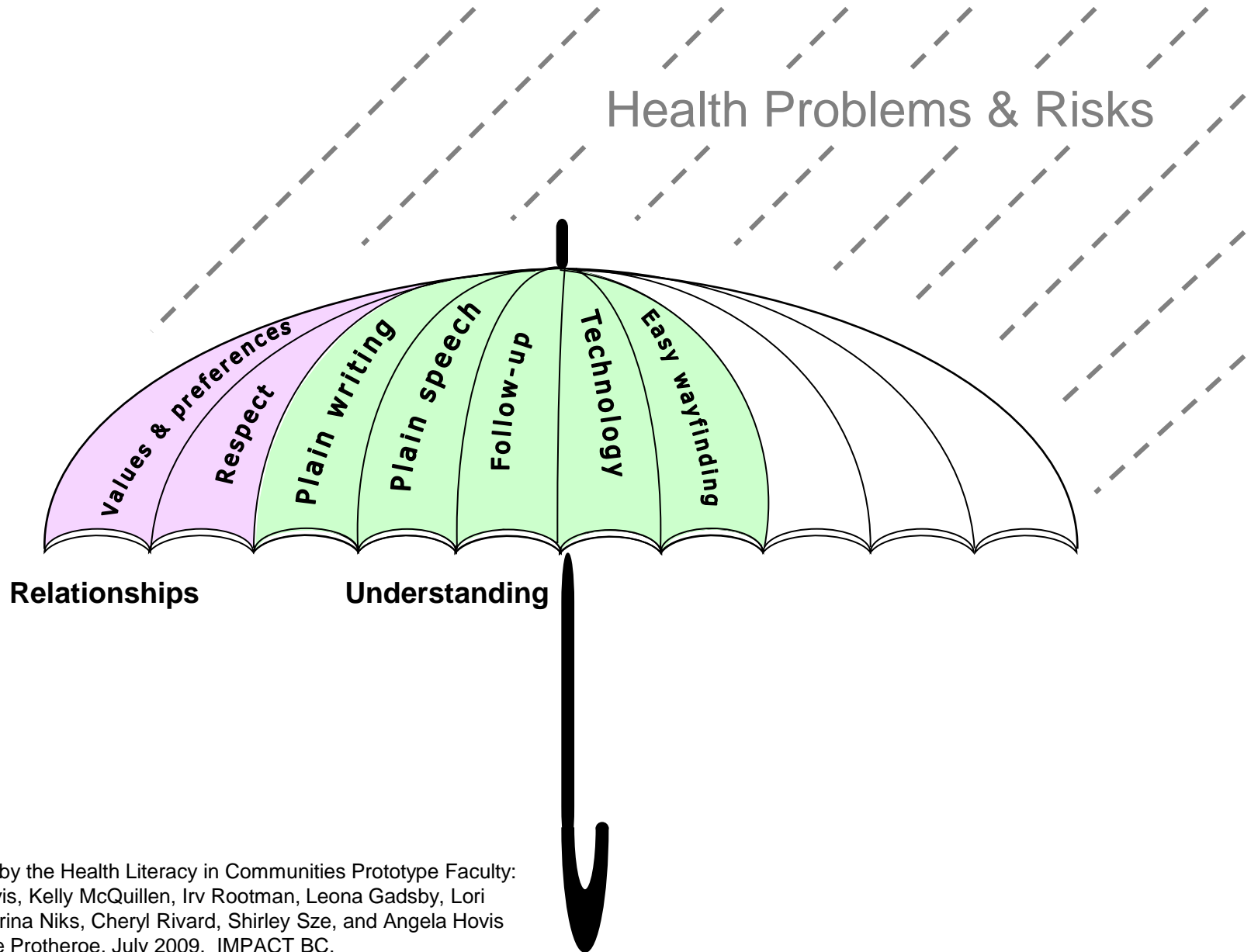
COMPLETION RATE



% OF OBSERVATIONS < 2.5 MMOL/L



The Health Literacy Umbrella

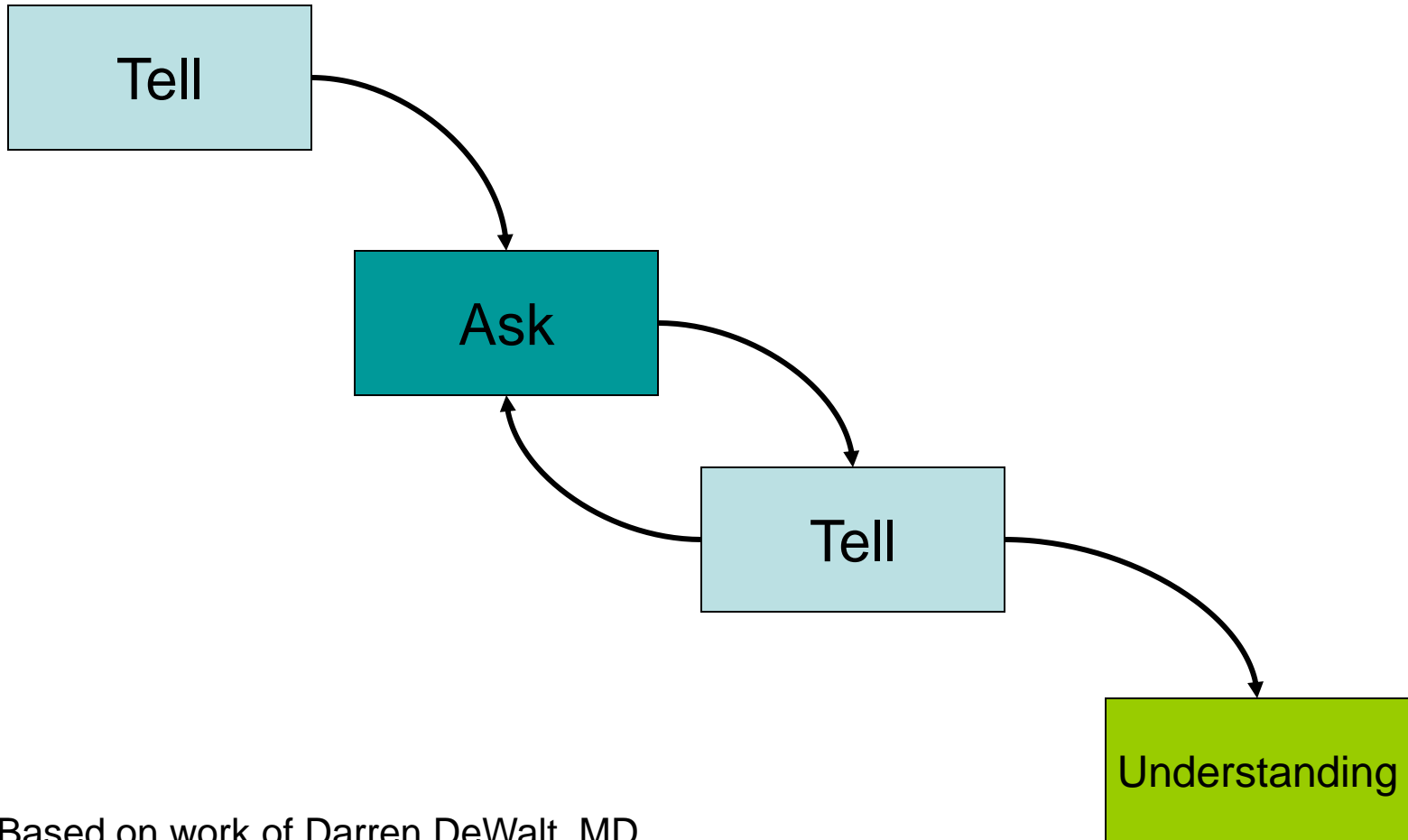


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Universal Precautions because...

- You can't tell by looking
- Even people with high literacy can have problems in medical situations
- Screening doesn't help you know what people will understand
- Everyone is helped by efforts to help people with lower literacy

Teach Back



Based on work of Darren DeWalt, MD

Using teach back has been shown to...

- Improve blood sugar control for people with diabetes (Schillinger, 2003)
- Decrease time it takes to get people taking warfarin (medication to prevent blood clots) to the right dose (Schillinger, 2007)
- Other publications show effectiveness for asthma patients and people with chronic heart failure titrating their own diuretic medication. (Paasche-Orlow, 2005; DeWalt, 2006)

Teach Back

- Health care professional (to patient): “I want to make sure I did a good job explaining your heart medications, because this can sometimes be confusing. Can you tell me what changes we decided to make and how you now will take the medications?”

Another way to do Teach-Back

- Health care professional: “When you leave here, a friend or family member is going to ask you about your visit. What are you going to tell them about...(insert what you want them to teach back here.)”
- Source: AMA video, Health Literacy and Patient Safety: Help Patients Understand

<http://www.ama-assn.org/ama/no-index/about-ama/8035.shtml>

Brown Bag Medication Review



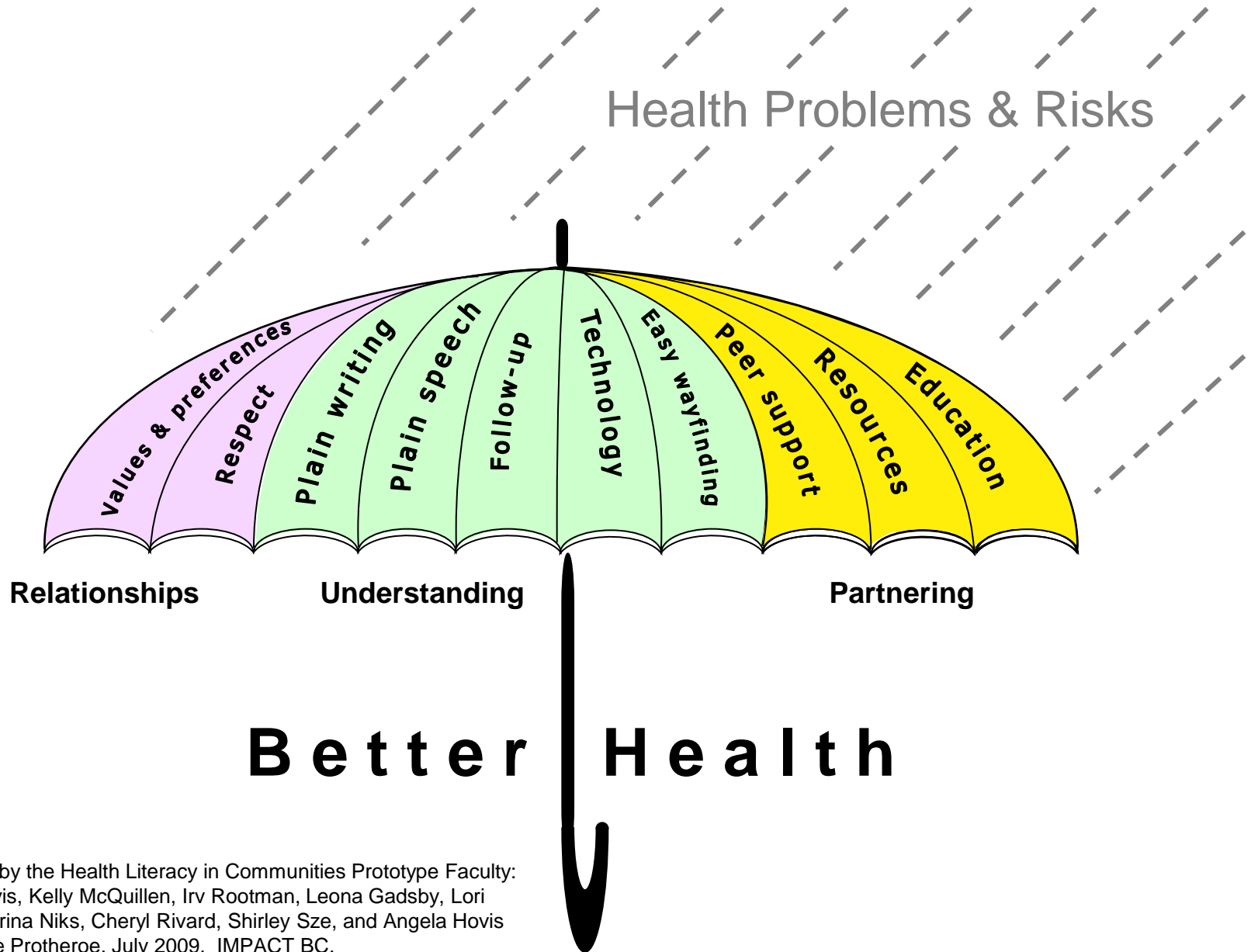
- All meds, herbals, traditionals, OTC to visit in a bag
- Ask
 - How do you take this medication?
 - What is it for?
- Check refill dates
- Do you use any aides? (mediset, blisterpack, etc.)

Plain Language Tips

- “Living Room Language”
- Tips
 - Simple words
 - Short sentences
 - Short paragraphs
 - Active voice
 - Personal tone
 - Clear message

Source: Literacy Partners of Manitoba “Clear Doc”

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Resources

Health Literacy Toolkit (31 Mar 2010)

www.nchealthliteracy.org

Health Literacy Assessment

www.DiversityRx.org

Plain Language Service

www.plainlanguage.mb.literacy.ca/resource.htm

Resources

Health Literacy Missouri

www.healthliteracymissouri.org

Google:

Health Literacy Listserv

AMA Health Literacy Video (viewable on-line)

Impact BC – Patients as Partners :

www.impactbc.ca

How far did we go?

- Most teams met at least once a month to discuss PDSAs and data collection
- Each team explored at least 3 key changes
- One office practice site was able to collect data several points in time and showed outstanding, sustained results. This site had prior experience with collecting improvement data.
- Other sites collected needs, PDSA, or Pre-Post data
- We are making progress learning how to define health literacy in a way that can impact a whole community

What worked?

- Partnerships and collaboration
- Shared learning and decision making
- Change package, measurement strategy and helpful tools and tips were identified
- Support from faculty and quality improvement advisors
- Raised awareness of HL in BC

What did not work?

- Increased time for recruitment, preparation and implementation period
 - Assist with common understanding HL
 - Team building – awareness of cultures, values and time for relationship building
 - Understanding of model for improvement and expectations
 - Time to collect additional data and try additional changes

Next Steps

- Incorporating change ideas into our BC Practice Support Program (training for GPs and MOAs)
- Partnering with Legacies 2010 and Impact to create awareness of HL through videos
- Working with many partners towards a BC HL Strategy

***Let us join you in your journey of care...
Patients as Partners.***

Thank you

Primary Health Care Charter

A Collaborative Approach

