

All One Body: Creating Optimal Health Outcomes

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Tools for Integration: Oral Health Literacy



Maine Center for Disease
Control and Prevention

An Office of the
Department of Health and Human Services

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Health Literacy and Oral Health

1. Health Literacy - definition
2. Why it is important
3. You can't tell by looking
4. Strategies to enhance patient literacy
5. Improving interpersonal communications with patients
6. Oral health literacy

U.S. adults lag in reading, math skills

Adults in Japan and Finland scored highest in an international test measuring life skills such as reading, math and problem solving, while those in the United States scored below average.

READING SKILLS



MATH SKILLS



PROBLEM SOLVING



NOTE: Tests scored on a 500-point scale. U.S. scores are based on nationally representative sample of 5,000 adults between 16 and 65 years old.

SOURCE: U.S. Department of Education

AP

Health Literacy – definition

The ability or capacity to obtain, process (read) and understand basic health information and services needed to make appropriate health decisions... and follow instructions for treatment.

eHealth literacy:

- Traditional literacy
- Media literacy
- Information literacy
- Computer literacy
- Scientific literacy
- Health literacy

Why it is Important: Health Literacy as a Social Determinant of Health

- A more robust view of health literacy includes
- the ability to understand scientific concepts, content, and health research;
 - skills in spoken, written, and online communication;
 - critical interpretation of mass media messages;
 - navigating complex systems of health care and governance; and
 - knowledge and use of community capital and resources, as well as using cultural and indigenous knowledge in health decision making.

Some health system problems experienced by persons with limited literacy skills:

- 26%** did not understand when their next appointment was scheduled
- 42%** did not understand instructions to “take medication on an empty stomach”
- (Up to) 78%** misinterpret warnings on prescription labels
- 86%** could not understand rights and responsibilities section of a Medicaid application

You Can't Tell By Looking



Mrs. Walker Reads at 3rd-grade level

Strategies To Enhance Patient Literacy

Your naicisyhp has dednemmoer that you have a ypocsonoloc. Ypocsonoloc is a test for noloc recnac. It sevlovni gnitresni a elbixelf gniweiv epocs into your mutcer. You must drink a laiceps diuqil the thgin erofeb the noitanimaxe to naelc out your noloc.



Your physician has recommended that you have a colonoscopy. Colonoscopy is a test for colon cancer. It involves inserting a flexible viewing scope into your rectum. You must drink a special liquid the night before the examination to clean out your colon.

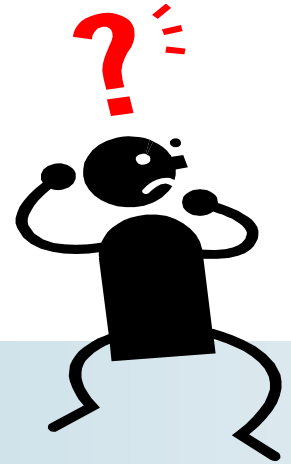


Improving Interpersonal Communications With Patients

Six steps to improving interpersonal communication with patients:

1. Slow down.
2. Use plain, nonmedical language.
3. Show or draw pictures.
4. Limit the amount of information provided – and repeat it.
5. Use the “teach-back” technique.
6. Create a shame-free environment: Encourage questions.

Ask-Me-3



- What is my main problem?
- What do I need to do (about the problem)?
- Why is it important for me to do this?

Motivational Interviewing

- a patient-centered method of engagement and ongoing communication that is based on meeting patients in a comfortable, familiar environment; addressing goals defined by the patient; and gradually helping patients work toward more ambitious goals.
- a promising technique that is increasingly used by providers to support patients with complex chronic conditions and significant social barriers. Providers looking to better address the needs of individuals with low health literacy can use this model, or incorporate its elements into care delivery.
- For more information:
www.motivationalinterview.org

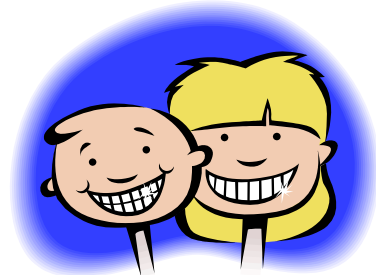
Oral Health Literacy



Health literacy =
oral health literacy

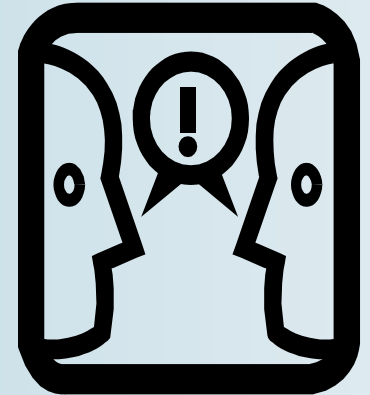
**Vision: ADA - Health Literacy in Dentistry
Action Plan, 2010-2015:**

**“dentists & dental team members... will
use and promote clear, active and
interactive communication with
colleagues, patients, and policy makers to
achieve optimal oral health for all.”**



Take-Aways

- Keep it simple
- Check for understanding
- Write it down
- Use plain language
- Be specific & concrete, not general
- Demonstrate, draw pictures
- Repeat, summarize, & teach back
- Be positive, hopeful, empowering



Resources

The screenshot shows a Windows Internet Explorer browser window. The title bar reads "Health Literacy Fact Sheets - Windows Internet Explorer provided by IE8 Policy Ver.8 - State of Maine". The address bar shows the URL "http://www.chcs.org/publications3960/publications_show.htm?doc_id=291711". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The Favorites bar contains several links, including "Grant Applications - Ho...", "BIS HelpDesk Status", "DHS-DoTS HelpDesk", "IBM Personal computin...", "MAINE STATE TIME AN...", "New.txt", and "State DHS-IT Home". The main content area displays the CHCS (Center for Health Care Strategies, Inc.) website. The header features the CHCS logo and the tagline "Improving the quality and cost-effectiveness of publicly financed health care". A navigation menu includes "About Us", "Initiatives", "Resources", "Newsroom", "Events", and "E-Mail Updates", along with a search box. The page content is titled "Health Literacy Fact Sheets" and includes a "Type: Fact Sheets" label, an "Author: Roopa Mahadevan, Center for Health Care Strategies" credit, and a "Published: October 2013" date. The main text states: "Nearly 36 percent of adults in the U.S. have low health literacy, with disproportionate rates found among lower-income Americans eligible for Medicaid. Individuals with low health literacy experience greater health care use and costs compared to those with proficient health literacy. Through all its impacts -- medical errors, increased illness and disability, loss of wages, and compromised public health -- low health literacy is estimated to cost the U.S. economy up to \$236 billion every year." A "DOWNLOADS" section on the right lists "Health Literacy Fact Sheets Full Packet (407K)". The browser's status bar at the bottom shows "Internet" and "100%" zoom level.

Questions?

Thank you !

