

Health Literacy Toolkit

By: Lea Lena

For:

- HSR&D Center of Innovation on Disability and Rehabilitation Research (CINDRR)
- James A Haley Veterans' Hospital

April 2017



Health Literacy

“Health Literacy is the capacity to obtain, process and understand basic health information and services needed to make appropriate health decisions”.

–The U.S. Department of Health and Human Services



Health Literacy

Reduces Sentence Length

“3D printing, which converts a computer model to a physical object, has been used by inventors and designers to make design prototypes, including prosthetic prototypes”.

= Prints an object from computer designed model.



Health Literacy

Explains terms unfamiliar to the reader

Stakeholder = A person with special interest in a topic.

- Also known as a person who holds partial *financial* ownership.

Breaks down complicated terminology

Carcinogens = Cause Cancer

Hypertension = High Blood Pressure

Bacteria = Germs



What Health Literacy is Not

- Writing materials at a 7th grade level is not the same as writing materials designed to be read by a 7th grader.
- Does not address audience in a childish tone.



Helping Veterans Receive Newer and Better Prosthetics



Purpose

Compare new 3d prosthetics to traditional prosthetics to assist veterans in receiving the newest and most functional technology.



http://www.jhuapl.edu/newscenter/stories/images/st120524_arm3.jpg



Three-dimensional (3D) Printing

- Began in 1980's
- Prints an object from computer designed model
- Today, it can be used to make prosthetic's
- Already used by Walter Reed National Military Medical Center and the Department of Defense



<http://www.milcentric.com/2012/11/21/u-s-military-invests-in-3d-printing-technology/>



Advantages of 3D Prosthetics

- Costs less money than traditional prosthetic's
- Easier to use
- Lightweight
- Waterproof
- Easily customized for use



Veteran's Benefits

- Requires less training for use
- Increases use of hand, foot, arms, or legs
- Increases quality of life (Example = family time or hobbies)
- Increases self-esteem and mood

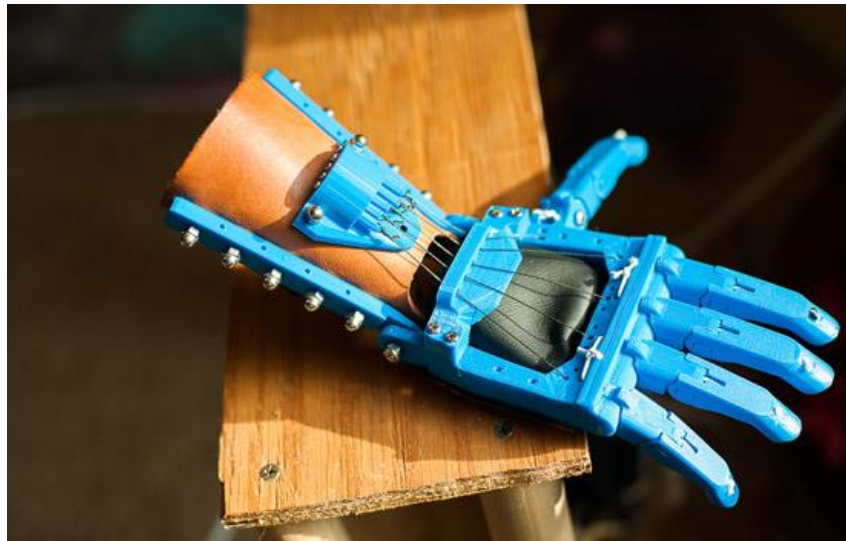


<https://3dprint.com/118818/unyq-3d-printed-prosthetics/>



VA Benefits

- Saves money
- Lower wait times
- Skilled Physicians are not needed to fit 3D Prosthetics



<https://3dprint.com/29692/3d-accuracy-veteran-prosthetic/>



http://www.providence.va.gov/I_CARE.asp



Clear Communication

- **Give the most important information first**
- **Limit the number of messages**
 - Focus on audience needs
 - Focus on one idea at a time
 - Avoid lengthy lists



Clear Communication

- **Tell audiences what they need to do**

- Clearly state the actions you want your audience to take

Example = Seek the advice of Veterans in the community?

- **Highlight the positive**

- **Tell your audience what they will gain from understanding and using the material**

Example = A rewarding and important role in Veterans care



Clear Communication

- **Choose your words carefully**
 - Keep it short
- **Communicate as if you are talking to a friend**
 - conversational
 - natural tones
- **Respect and value the audience**
- **Use encouraging tones**



Clear Communication

- **Limit use of jargon, technical, scientific language**

Say: high blood pressure

Not: Hypertension

- **Use words with a single definition or connotation**

Example = Stakeholder

- **Be consistent with word use**

-Use same familiar words throughout text

Say: chicken pox

Not: chicken pox and varicella interchangeably



Clear Communication

- **Use analogies familiar to your audience**
 - DOD 3D printed gear = durability
- **Avoid unnecessary abbreviations and acronyms**
 - Military acronyms are branch specific
 - Military acronyms differ from VA acronyms

Example

CAC Card vs. PIV card

(Common Access Card) vs (Personal Identity Verification)



Clear Communication

- **Limit use of statistics**

Health Numeracy – “the degree to which individuals have the capacity to access, process, interpret, communicate, and act on numerical, quantitative, graphical, bio statistical, and probabilistic health information needed to make effective health decisions”. (McKenzie, Neiger, Thackery, 2013, p 215).



Clear Communication

- **Limit use of symbols**
 - Not everyone interprets symbols the same
- **Limit use of Quotations**



Text Appearance

- Choose appropriate text size
- Font style
 - Serif
- Do not use all CAPS
- Do not use *fancy* fonts
- Use **bold type** to emphasize words and phrases
- Limit italics and underlining



Layout

- **Leave ample white space**
 - Crowded information is difficult to sort through
 - Common mistake is to cut out white space to preserve content
 - Eliminate the ‘nice to know’ instead or lengthen the presentation or content
- **Use generous line spacing**



Layout

- **Use headings to separate text**

- Guides readers through the text

- **Use bullets and numbering**

- easy to identify main ideas

- **Avoid orphan lines**

- Lines that do not fit on same page or in same column as the rest of the text.



Readability Formulas

- **System that compares the number of sentences to the number of words with multiple syllables**
- **Materials with shorter sentences and words score lower reading levels**
- **Popular Reading Formulas**
 - SMOG
 - FOG
 - FRY



ASK ME 3

- **Education program encouraging patients to ask their provider questions**
- **National Patient Safety Foundation**
- **Three Main Questions**
 1. What is my main problem?
 2. What do I need to do?
 3. Why is it important for me to do this?



How does this guide research?

- **Answer the questions for engagement members**
 1. Tell the member what the main problem is
 2. Provide opportunities to facilitate feedback
 3. Connect the member to the purpose. Ask them why it is important to Veterans.



Health Literacy Resources and References

- <http://www.plainlanguage.gov/>
- https://health.gov/communication/hlactionplan/pdf/Health_Literacy_Action_Plan.pdf
- <https://www.cdc.gov/healthliteracy/>
- https://www.cdc.gov/healthliteracy/pdf/Simply_Put.pdf
- <https://www.cdc.gov/healthliteracy/planact/national.html>
- <http://www.npsf.org/?page=askme3>



Works Cited

- **Slide 1:** Title Page
- **Slide 2-5:** Bensley, R. J., & Brookins-Fisher, J. (2009). Community health education methods: a practical guide. Sudbury, MA: Jones and Bartlett .
- **Slide 6-11:** Edited Presentation
- **Slide 12-19:** https://www.cdc.gov/healthliteracy/pdf/Simply_Put.pdf
- **Slides 20-22:** Bensley, R. J., & Brookins-Fisher, J. (2009). Community health education methods: a practical guide. Sudbury, MA: Jones and Bartlett .
- **Slide 23-24:** <http://www.npsf.org/?page=askme3>
- **Slide 25:** Reference Sources