AHRQ’s Mission and Vision

- To improve the quality, safety, efficiency, and effectiveness of health care for all Americans

- As a result of AHRQ's efforts, American health care will provide services of the highest quality, with the best possible outcomes, at the lowest cost
Health Literacy Equation

Skills/Abilities × Difficulty/Complexity = Health Literacy
Accessible Health Education Materials

- Quick Tips – When Planning Surgery
- Help for Smokers and Other Tobacco Users
- Your Guide to Preventing and Treating Blood Clots

http://www.ahrq.gov/consumer/index.html
Questions Are the Answer

- What is the test for?
- When will I get the results?
- Are there any alternatives?
- How many times have you done this procedure before?
- Are there any side effects?

www.ahrq.gov/questionsaretheanswer

- PSAs
- Question Builder
Health Literacy Equation

Skills/Abilities \times \text{Difficulty/Complexity} = \text{Health Literacy}
“Well, yes, I suppose I could explain the test results in ‘plain English’ — but then you’d know how sick you are.”
<table>
<thead>
<tr>
<th>Name</th>
<th>Used For</th>
<th>Instructions</th>
<th>Morning</th>
<th>Afternoon</th>
<th>Evening</th>
<th>Night</th>
</tr>
</thead>
<tbody>
<tr>
<td>Simvastatin 20mg</td>
<td>Cholesterol</td>
<td>Take 1 pill at night</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Furosemide 20mg</td>
<td>Fluid</td>
<td>Take 2 pills in the morning and 2 pills in the evening</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Inject 24 units before breakfast and 12 units before dinner</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Name: Sarah Smith
12/15/07
Pharmacy phone number: 123-456-7890

www.ahrq.gov/pharmhealthlit/
Re-Engineered Discharge Program (RED)

- RCT-tested, designed to educate patients about their post-hospital care plans
- 30 percent reduction in subsequent emergency visits and readmissions

https://www.bu.edu/fammmed/projectred/index.html
Key RED Components

- Discharge Educator: Teaches diagnosis, medicines, self-management, confirms understanding
- After Hospital Care Plan
- Make Appointments
- Follow-up Phone Call and Help Line

Free TA: http://www.jcrinc.com/AHRQ-Project-Red/
For the Proactive Patient

- Fill-able PDF file
- Talk with the hospital staff
- Share with family and care-takers
- Bring to doctor appointments
Measuring Patient Experiences: CAHPS®

- Family of ambulatory and facility surveys
- Reporting about actual experiences
- Rigorous development process
- Public domain, in English and Spanish
CAHPS® Item Set for Addressing Health Literacy

- Supplement to Clinician/Group CAHPS®
  https://www.cahps.ahrq.gov/content/products/HL/PROD_HL_Intro.asp?p=1021&
  s=215

- Hospital CAHPS® Supplement – field testing

- Health Plan CAHPS® Supplement – cognitive testing
<table>
<thead>
<tr>
<th>Item</th>
<th>Question: In the last 12 months.....</th>
<th>AMA recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>HL1.</td>
<td>how often were the explanations this doctor gave you hard to understand because of an accent or the way the doctor spoke English?</td>
<td>Slow down. Use plain language and short statements. Ask for teach-back to ensure patient understanding of what the doctor has said.</td>
</tr>
<tr>
<td>HL2.</td>
<td>how often did this doctor use medical words you did not understand?</td>
<td>Use plain, non medical language.</td>
</tr>
<tr>
<td>HL3.</td>
<td>how often did this doctor talk too fast when talking with you?</td>
<td>Slow down. Break information down.</td>
</tr>
<tr>
<td>HL4.</td>
<td>how often did this doctor use pictures, drawings, or models to explain things to you?</td>
<td>Use visual aids to help understand medical information. Images should be age- and culturally appropriate.</td>
</tr>
<tr>
<td>HL5.</td>
<td>how often did this doctor ignore what you told him or her?</td>
<td>Listen rather than speak. Elicit understanding, identify information gaps, and assist patient management of care.</td>
</tr>
</tbody>
</table>
Healthy People 2020 Measures

In the last 12 months, how often did:

- This doctor give you easy to understand instructions about what to do to take care of this illness or health condition?
- This doctor ask you to describe how you were going to follow these instructions?
- Someone explain the purpose of a form before you signed it?
Guides on Reaching Limited Literacy Audiences

Accessible Health Information Technology (IT) for Populations with Limited Literacy:
A Guide for Developers and Purchasers of Health IT

Prepared for:
National Resource Center for Health IT
Agency for Healthcare Research and Quality
U.S. Department of Health and Human Services
540 Garfield Road
Rockville, MD 20850
www.ahrq.gov

Prepared by:
Jane Eichner and Prashila Dalalib
ORC at the University of Chicago

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October 2007

Health Literacy Online

A guide to writing and designing easy-to-use health Web sites

- Strategies
- Actions
- Testing Methods
- Resources

AHQR Informed Consent and Authorization Toolkit for Minimal Risk Research

- Addresses both HIPAA Privacy Rule and Informed Consent
- Sample forms
- Process
- Adoption advice

www.ahrq.gov/fund/informedconsent/
New Evidence Report

- +100 studies since 2004 report
- More evidence of link between health literacy and health outcomes
- Some evidence interventions can reduce disease severity, ER visits, and hospital admissions
Improving EHR’s Patient Education Materials

- Develop Health Information Rating System: understandability & actionability
- Develop library of understandable, actionable education materials
- Identify EHR features that facilitate patient education
- Educate EHR vendors and users
More on AHRQ Health Literacy Materials

- AHRQ Health Literacy and Cultural Competence Browse Page
  www.ahrq.gov/browse/hlitix.htm#Literacy

- 28,000+ subscribers to Email Updates
  https://subscriptions.ahrq.gov/service/multi_subscribe.html?code=USAHRQ
What Questions Do You Have?

www.ahrq.gov