



# GA FLEX Health Equity Improvement Project Monthly Meeting

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## Featured Speaker

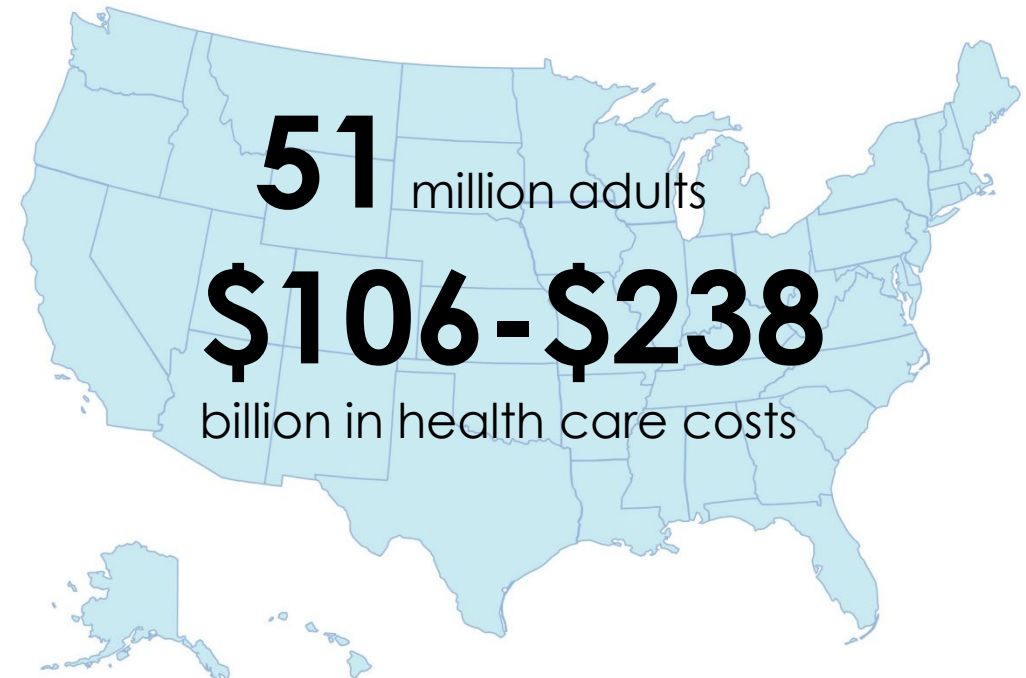


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Iris Feinberg is the associate director of the Adult Literacy Research Center and a research assistant professor at the College of Education & Human Development. Her primary area of interest is health literacy; current studies include working with health professions students, understanding barriers to care for refugees, simplifying informed consent documents, decoding scientific literacy that affects health outcomes, and helping organizations develop a culture of health literacy.

# Adult Literacy in the United States

- One in five adults read at elementary levels
- One in three adults has elementary-level math skills
- One in 10 adults are immigrants and do not speak English as their native language



# What Does Literacy Have To Do With Health?

- **Individual health knowledge**
- **Health behaviors**
  - Risk
  - Safety
  - Preventive health measures
- **Employment**
  - Income
  - Health insurance
- **Neighborhoods & Communities**





# What is Health Literacy?

- **Individual**
  - Content knowledge, reading, writing, numeracy and digital skills, speaking, listening, interpreting and acting on health information
  - Situational
  - Allows people to understand and talk about health needs and concerns
- **Organizational**
  - How we provide health-related content and instructions, so people find, understand and use health information to make informed health decisions



# Who Has Low Health Literacy?



Image source: <https://www.voicebodyconnection.com/blog/give-it-away>

Image source: <https://www.ideastream.org/programs/sound-of-ideas/the-coronavirus-pandemic-is-taking-a-toll-on-our-mental-bandwidth>

Image source: <https://www.shrcalition.org/2017-advocacy-training>

# People With Low Health Literacy

Are **LESS** likely to:

- Understand information from their health care providers
- Adhere to medication and discharge instructions
- Keep scheduled appointments
- Locate health providers and services
- Seek preventive care
- Manage chronic health conditions



# People With Low Health Literacy

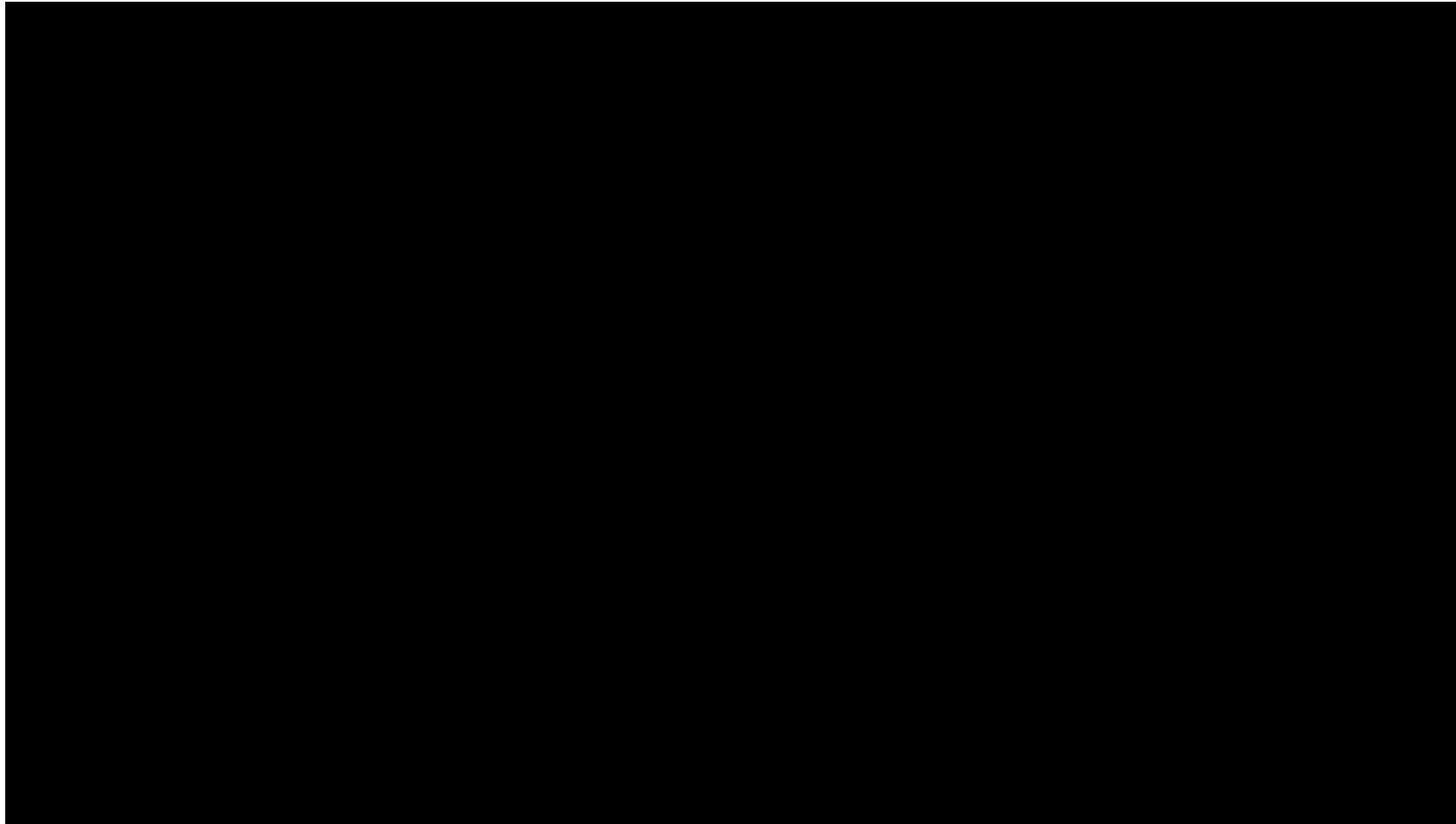
Are **MORE** likely to have:

- Low health knowledge
- Poor health status
- Higher mortality
- Unnecessary emergency room use
- More frequent hospitalizations
- Higher hospital readmissions





# Why Should We Be Concerned?



Source: <https://youtu.be/BgTuD717LG8>

What can  
your  
organization  
do about  
health  
literacy?



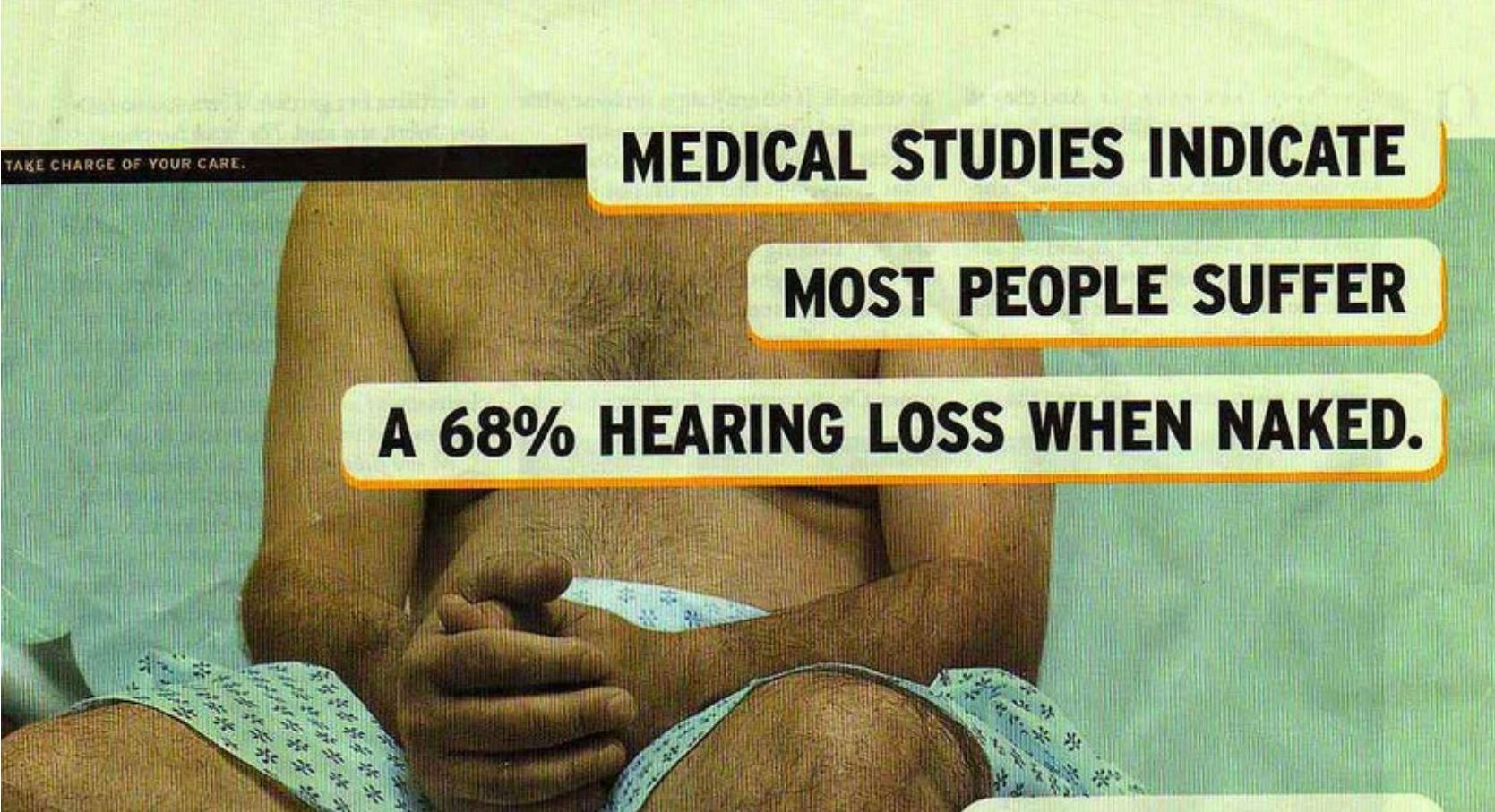
The graphic features a dark blue background with a white outline of the state of Georgia in the top left corner. In the center, there is a circular icon containing three stylized human figures in blue, green, and orange, with a yellow speech bubble containing a white plus sign above them. To the right of this icon, the words "Health Literacy" are written in a large, white, sans-serif font. Below the icon and the main title, the words "FAST FACTS" are written in a smaller, white, sans-serif font. At the bottom left of the graphic, the words "Health Literacy" are repeated in a large, white, sans-serif font. In the bottom right corner, the text "HHS.gov" is written in a small, white, sans-serif font.

# Challenges in communicating with patients and caregivers

**WHAT DID YOU SAY?**

**WHAT DID THEY HEAR?**

**HOW DO YOU KNOW?**



**TAKE CHARGE OF YOUR CARE.**

**MEDICAL STUDIES INDICATE**

**MOST PEOPLE SUFFER**

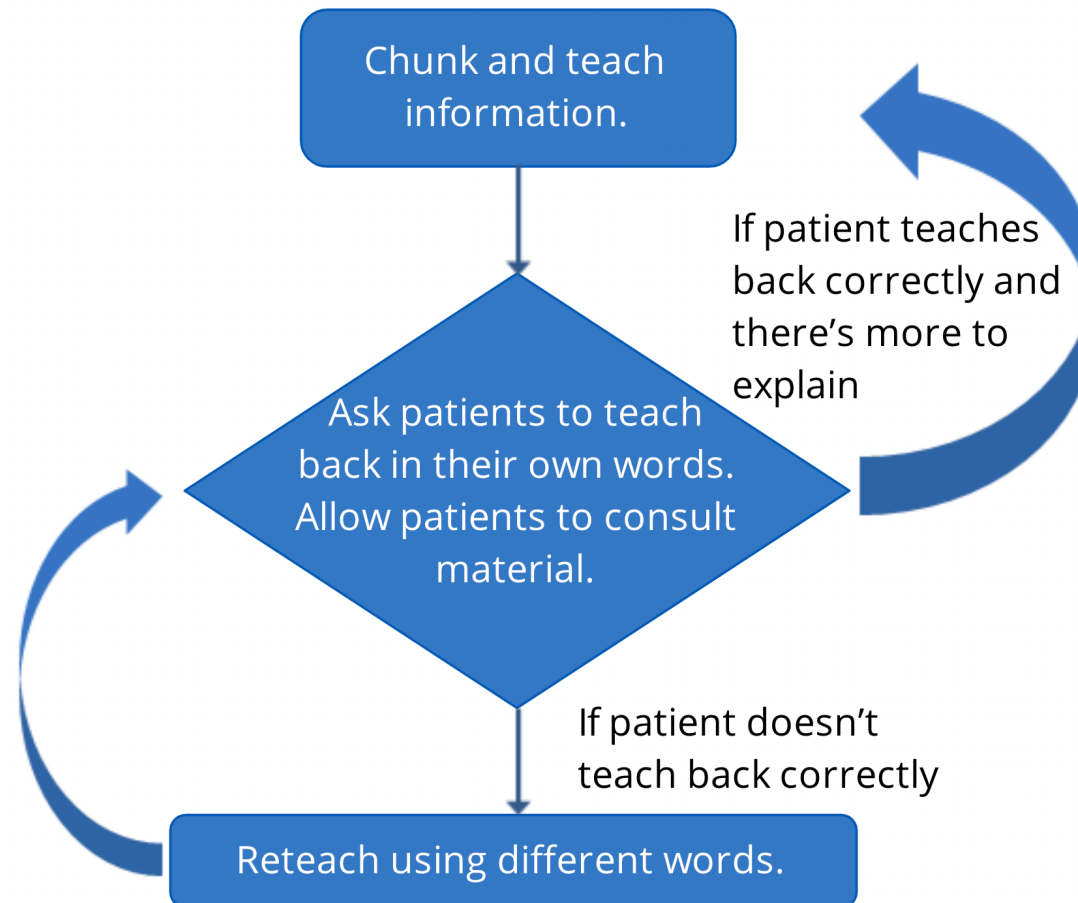
**A 68% HEARING LOSS WHEN NAKED.**



# What is Teach Back?



## The Teach-Back Method



# Use plain language

**Benign**

**Incision**

**Exacerbate**

**Palpate**

**Biopsy**

**Intravenous**

**Sutures**

**Alleviate**

**Accelerate**

**Cognizant**

**Emaciated**

**Implement**

**Neutralize**

**Periphery**

# Chunk

- Most important items go first
- 1-3 only at a time

# Check

- Does patient/caregiver understand?
- 1-3 only at a time



# Effective Teach Back Questions

## USE OPEN-ENDED QUESTIONS INSTEAD OF YES/NO QUESTIONS.....

- Do you have any questions?
- Can you explain some of the changes we decided on today during your visit? I want to make sure that I was clear and that you have the best outcomes.
- Are we clear on next treatment steps?
- I want to make sure we are on the same page. Can you explain to me what your next steps are?
- Do you know the possible side effects of this medicine?
- In your own words, just to be safe, what are some possible side effects of the medicine?
- Do you understand?
- I want to make sure I explained things clearly. What will you tell your spouse about our visit today?
- Do you know how to use this device?
- It's important that you use your inhaler in order to get better. Can you show me how you'll use it?

# Culturally and Linguistically Appropriate Services (CLAS) Standards

to advance health equity, improve quality, and help eliminate health disparities for people of all cultures, classes, races, ethnic backgrounds, sexual orientations, and faiths.

# 15 CLAS Standards

- Cultural competency
- Language responsiveness
- Quality of services
- Patient safety, satisfaction, and engagement



# What Are CLAS National Standards?





## GOVERNANCE, LEADERSHIP & WORKFORCE

- Identify and designate a CLAS champion
- Create a formal CLAS implementation plan
- Train your workforce on CLAS

# Organizational Assessment

- Who do we serve?
  - Patient/client demographics
  - Neighborhoods/communities
- Do we
  - Have written policies and procedures that support hiring, retention, training, and promotion practices that support CLAS?
  - Provide interpretation services at no cost to all patients including those who are deaf, hard of hearing, or vision challenged?
  - Clearly display images/post signage visibly that show inclusivity for diverse cultural groups?



# CLAS Training



- Overview of CLAS governing laws
- Cultural Competency
- Understanding communities you serve
- Diverse health beliefs
- Health Literacy
- Resolving conflict
- Cross cultural communication skills

## COMMUNICATION & LANGUAGE ASSISTANCE

- Allows your patients to access and understand health-related information that is culturally and linguistically responsive.
- Formalize a process to translate materials into languages other than English



# Providing Language Services



Which language would you like to use to talk about your health?

## ENGAGEMENT, CONTINUOUS IMPROVEMENT & ACCOUNTABILITY

- Engage with community members
- Staff Evaluation
- Measure results

# Staff Evaluation



- Employee supports patients by providing access to appropriate language services.
- Employee has completed CLAS training.
- Employee tailors their communication to the needs of patients/clients.

# Questions?

 **ALLIANT**  
HEALTH SOLUTIONS

 **SORH**  
*State Office of Rural Health*  
A Division of the Georgia Department of Community Health