Health
Literacy
Month

• October •

October 2021

Monday	Tuesday	Wednesday	Thursday	Friday
2021 BHH Chart Reviews and Site Visits Begin				1
4	5	6	7 **National Depression Screening Day**	8
11	12	13 **BHH Tableau Support Group** **Target Audience: Tableau Champions**	14	15 **BHH Workgroup: Health Literacy** **Target Audience: All BHH Staff**
18	19	20	21 **National Check Your Meds Day**	22 **BHH Health Literacy Meeting**
25	26	27	28	29 **World Stroke Day**

Health Literacy Overview

The medically-underserved and vulnerable populations are most at-risk of having low health literacy.

Underserved populations:

⇒ Receive fewer health care services

⇒ Face barriers when trying to access health services

⇒ Is not familiar with the healthcare system

⇒ Lives in an area with fewer medical providers

Vulnerable populations:

⇒ At-risk of health problems

⇒ Have limited life options

⇒ Struggle to understand/give consent

⇒ Have impaired mobility

⇒ Lack access to consistent transportation

⇒ Have trouble communicating

⇒ May face discrimination

The Health Resources & Services Administration defines health literacy as, "the degree to which individuals have the capacity to obtain, process, and understand basic health information needed to make appropriate health decisions."

The Agency for Healthcare Research and Quality identified the following seven tips that individuals can use during appointments to increase their understanding of medical services provided and/or offered:

1. Explain symptoms, health history, and problems with medicine
2. Ask questions
3. Express any worry or anxiety around instructions
4. Ask about all available treatment options
5. Ask about all aspects of a needed test (how it's done, how it feels, how you will get results, etc.)
6. Discuss any barriers to taking medications (pregnancy, reaction, etc.)
7. Find out what to do next

dmhas | beacon health options | ABH | Connecticut Department of Social Services, Making a Difference | DCF
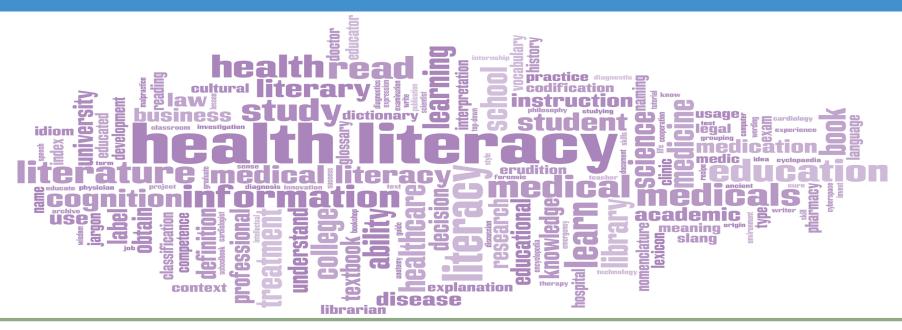
Resources for Clients

⇒ [What Did My Doctor Say?](#)— "Page created to help you understand what a doctor or nurse tells you. You'll find tips on how to understand many health words."

⇒ [Understanding Prescription Medication Labels](#)— "Use this guide to identify the key sections of a medication label."

⇒ [My Questions For this Visit](#)— "Use this card to take notes or write extra questions and answers."

⇒ [Next Steps After Your Diagnosis](#)— "This guide offers general advice and tips to help you learn more about your specific problem and how it can be treated."

⇒ [How to Create a Pill Card](#)— "Use this guide to find out how you can create easy-to-use 'pill cards' for your patients, parents, or anyone you know who has a hard time keep track of their medications."

⇒ [Questions Are the Answer](#)— "Ask questions. Understand your Condition. Evaluate your options."

   ⇒ [QuestionBuilder App](#)— "Helps patients and caregivers prepare for medical appointments and maximize visit time."

⇒ [Health Information in Multiple Languages](#)— "Browse health information in multiple languages, arranged by language. You can also browse this information by health topic"
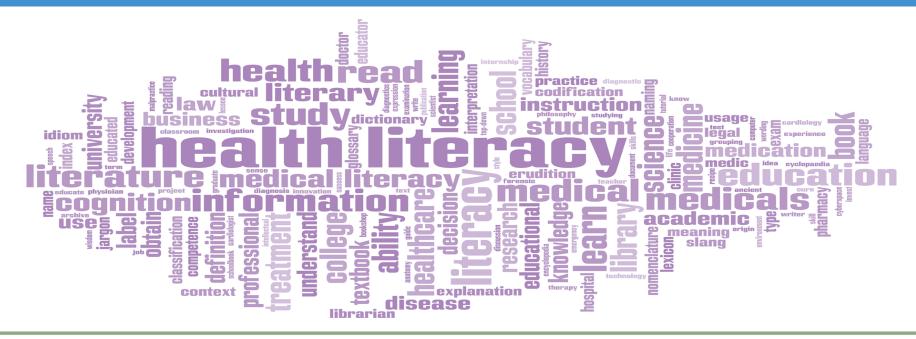
Resources for Staff

⇒ The Readability Test Tool— "Quick and easy to test the readability of your work."

⇒ Developing Materials to Match the Health Literacy Skills of Older Adults— "This section will provide tools and resources to help public health professionals improve their communication with older adults by focusing on health literacy issues."

⇒ Designing and Delivering Whole-Person Transitional Care— "This tool can be used in day-to-day working environment of hospital-based teams and cross-setting partnerships."

⇒ CAHPS Patient Experience Surveys and Guidance— "CAHPS surveys ask patients to report on their experiences with a range of health care services at multiple levels of the delivery system."

⇒ Health Literacy Universal Precautions Toolkit— "This toolkit can help reduce the complexity of health care, increase patient understanding of health information, and enhance support for patients of all health literacy levels."

⇒ Checklist for Plain Language— "Use this checklist to see if your document meets plain language standards."