



# Provider Training in Health Literacy: Change Strategies and Outcome Assessment



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## Approach

The WV Geriatric Education Center created a health literacy training curriculum targeting health providers in rural West Virginia. The curriculum was implemented through symposia/workshops with intensive training in oral communication. Emphasis was on working with the elderly although strategies were not limited to that population. Providers included social workers, pharmacists, dentists, nurses, health educators, physicians, benefits officers and others.

## Objectives

- ❖ Describe effective change strategies to address limited health literacy
- ❖ Describe ways in which outcomes of training can be assessed

## Training

### Pre-Training Assessment

- ❖ Environmental assessment
- ❖ Student Teaching assessment
- ❖ Clinical Practice assessment
- ❖ Community Health Literacy assessment
- ❖ Knowledge
- ❖ Attitudes

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## Logic Model and Action Plans

The logic model was applied to these pre-training assessments during the training so that by the end of the training, each participant had developed an action plan for the targeted area of improvement. Change actions were identified and a method for improvement identified – PDSA (plan, do, study, act) cycles of change.

Trainees (total)	102
Trainees who completed action plans	46 (45%)
Trainees who completed projects	26 (26%)
Trainees with projects in progress	17 (17%)

The strategy of requiring an action plan with specific steps appears to be critical for completion of projects by participants. The impact of any given project varies significantly based on the organization.

## Action Plans – a sampling

### Environmental assessment

- Complete environmental assessment in office; Review literature at site for literacy appropriateness; Observe clients as they register to detect any barriers; Review results with community service manager

### Student Teaching assessment

- Training and modeling for health care professionals;
- Incorporated teach-back into student training
- Taught student education programming for nursing students
- Two research projects on health literacy assessment in patients

### Clinical Practice assessment

- Produced calendar with healthy tips written in plain language
- Changed information presented regarding diet and Coumadin medication

### Community health literacy assessment

- Community presentations to increase awareness of health – Asthma Coalition Retreat

## Outcomes

### Attendees/Disciplines-GEC Training



Knowledge – see graph below - concepts included prevalence, manifestations, potential barriers in the health environment and successful communication strategies.

## Summary

### Best Practices:

- ❖ Action plan required for each attendee prior to leaving the training site
- ❖ Follow-up with the participants to assess the extent to which the plan is being carried out and whether changes have occurred in either practitioner and/or client/patient behaviors

## Future Plans

- ✓ Continue to gather evidence on distal outcomes and the impact of logic model as an antecedent to identifying and capturing these distal outcomes

