

# Health Literacy

## Health Literacy for Nurses – Tools for Effective Communication



# History

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- Grant funded by the Southwest Area Health Education Center
- Workshop at Franciscan Skemp
- Great Evaluations
- April 13<sup>th</sup> – 2 workshops in Eau Claire
- May 22<sup>nd</sup> – Franciscan Skemp

# Workshop

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- Available in 4 options
  - A 4 hour 3 module workshop
  - Individual modules (1 ½ hour each)
    1. Health Literacy Overview
    2. Improving Oral Communication
    3. Improving Written Communication

# Content

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- 4 Hour Workshop Topics
  - Definition and Scope of Literacy
  - Scope of Health Literacy
  - Barriers/clues and signs for low level literacy patients
  - Resources – Ask Me 3
  - Plain Language
  - Checking for Understanding
  - Readability Tools
  - Tools for Clear Writing
  - Evaluations

# Focus

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- The focus of all workshops are hands-on opportunities to learn how to use health literacy tools
- The workshops are all highly interactive

# What Have People Said?

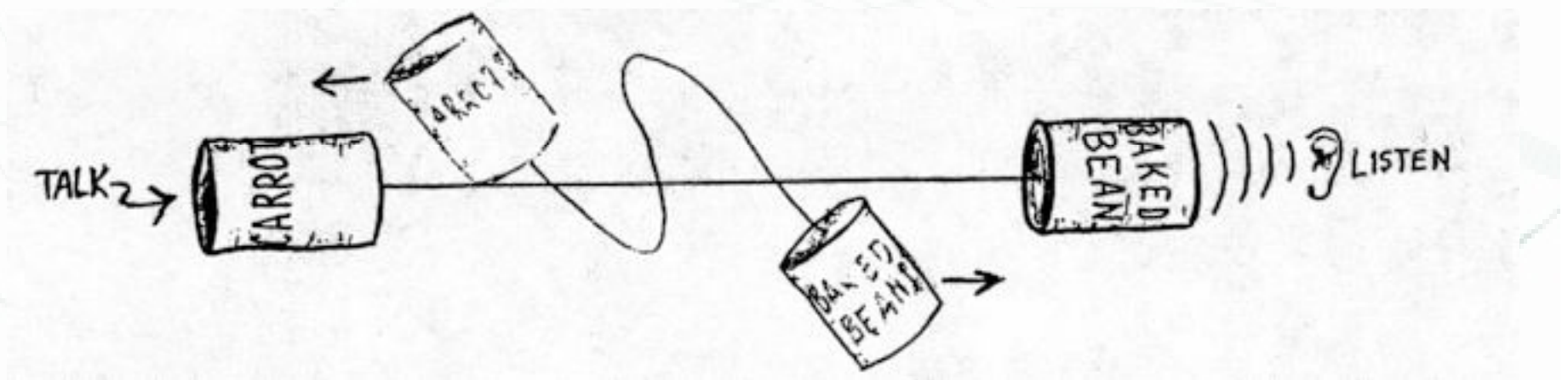
- Quotes from Franciscan Skemp
  - “Wonderful Seminar”
  - “Very Good! Will help a lot of my unit...! Do this again! Try to get more staff here!”
  - “Incorporating hands on was excellent, good way to demonstrate practice issues.”
  - “This was a wonderful morning, Please come and present again.”
  - “Nice job – good conference...”
  - “...I will practice what I learned today in my work tomorrow...”

# Sample Activity

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- The following is a sample of the types of hands-on activity that are a part of the workshops.

# What Should We Do?



It's all about communication – how hard can it be?

# Shoe Tying Activity

- Pick a partner
  - If one of you does not have a shoe with laces, use mine
- Decide who will be the teacher and who will be the student
- Sit back to back
- Students untie one shoe
- Teachers instruct the student how to tie their shoe without looking at them



# Shoe Tying Activity

- Teachers can not ask any questions, only use statements
- Students cannot say anything
- 3 minutes
- Discussion

# Shoe Tying Part 2

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- Repeat the activity only this time
  - Student may ask 3 questions
  - Teacher may ask as many questions as they like
- 3 minutes
- Discussion

# Questions?

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