

Authors
Claudia Ceron-Ceron, Ayan Nor, Morgan Talbot, and Britta Watts



INTRODUCTION

The teach-back method and plain language are essential in organizational health literacy by providing the best patient experience with improved health understanding and outcomes.

OBJECTIVE

The purpose of this study is to determine effective ways to improve organizational health literacy at clinics and improve patient experience, understanding, and outcomes.

METHODOLOGY

Clinical Health Educators from the SLCoHD held training sessions with healthcare staff on teach-back and plain language projects. In a pre/post format, these projects used surveys to collect self-reported patient data from before and after the implementation of each project. Clinical staff helped patients read and complete electronic surveys using Qualtrics at the end of their appointments to collect the data.

RESULTS

- Using plain language principles improved patients’ understanding of information gathered from providers and resources.
- 50% Reduction in unsatisfied communication.
- Patients preferred conversations with providers as their primary resource, followed by using models and charts.

CONCLUSION

Using the teach-back method and plain language principles, patients more frequently reported that they better understood information gained from providers and resources. This information will be used to support the pre-existing policies and trainings around the teach-back method. This information will also support and create health literacy champions throughout the clinic in future all-staff meetings. Future partnerships, such as the one with the SLCoHD, will be of benefit to UPFH by increasing access to needed resources.

The teach-back method and plain language principles empower patients to better understand their medical needs.



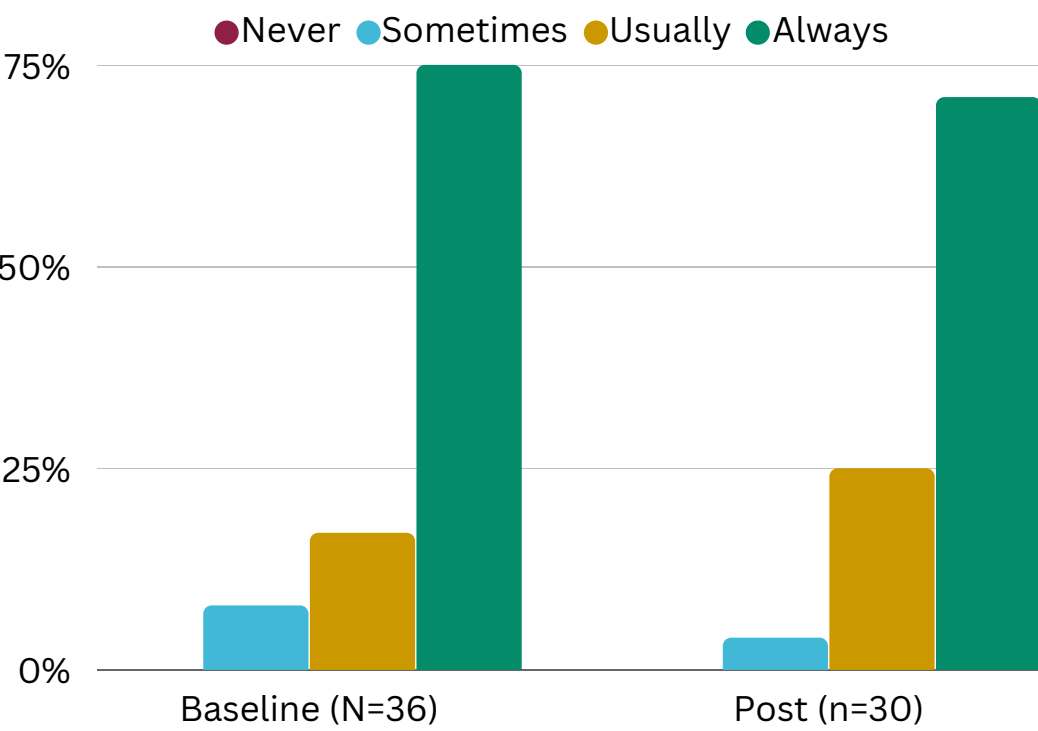
Health Literacy Is Crucial in Clinical Care



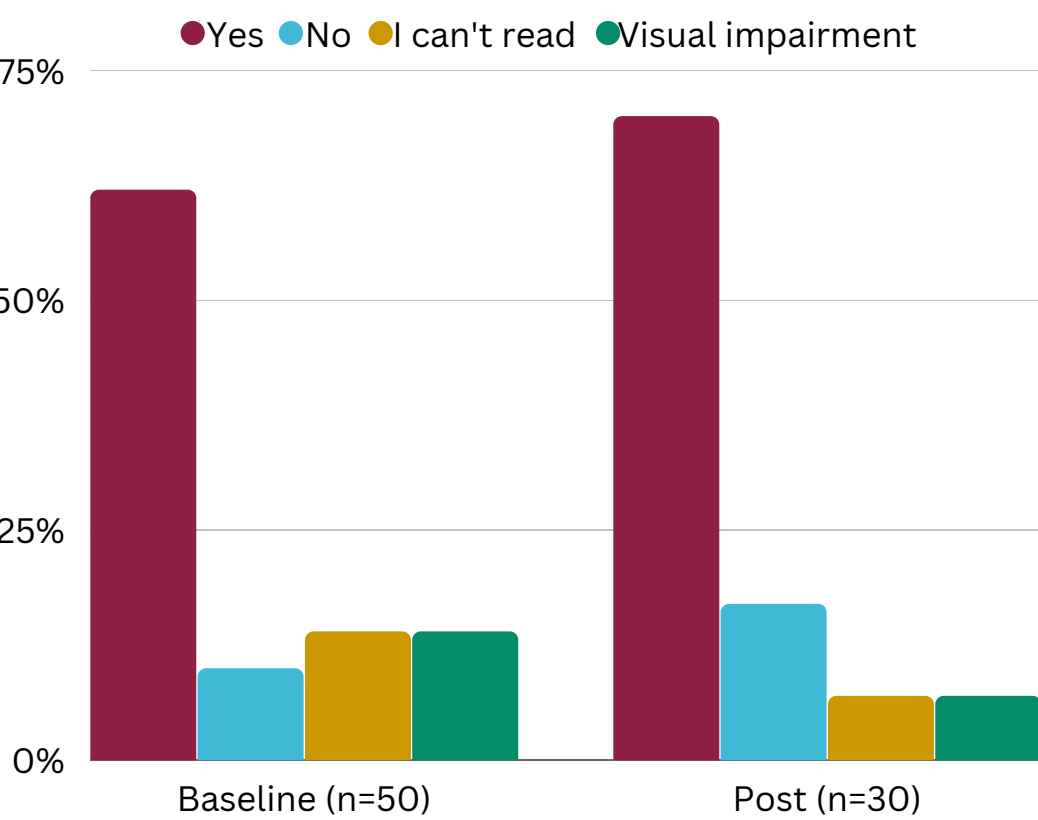
Communication is Key



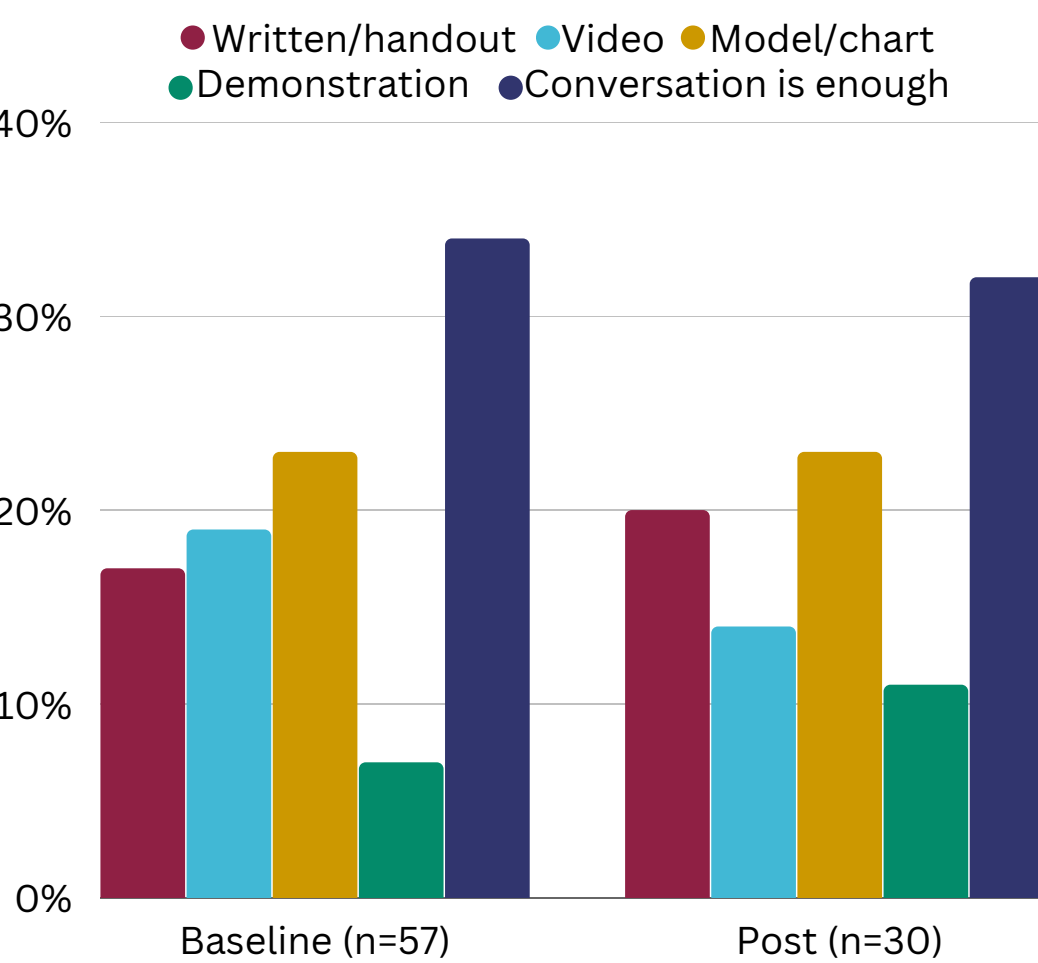
ANALYSIS



Do you feel satisfied with the level of communication your healthcare provider offered at your last appointment?
Patients who reported never or sometimes being satisfied with communication reduced by 50%



Did you understand the information in this handout?
Patients more frequently reported understanding information from handouts made using plain language.



What resources would you like from this appointment?
Conversations were prioritized among all patients.