



Promoting Health Literacy Through Nursing Education: Strategies and Outcomes of an Online RN-BSN Instructional Module

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HL in Nursing: Background

- Nurses have a vital role in patient care.
- Nurses have a vital role in health provider/patient communication.
- No requirement in the nursing curriculum for Health Literacy competence

Objectives

Participants will:

- Develop an understanding of what nurses know about health literacy.
- Acquire strategies to improve the health literacy abilities of nurses and other health care professionals.
- Become familiar with resources and materials that promote health literacy in the educational environment.
- Be able to replicate a similar course in their own environment.

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HL in Nursing Education: Purpose and Medium of Instruction

Purpose:

- Create awareness of health literacy in the clinical environment
- Enhance recognition and response to patient's health literacy status
- Respond to cases and scenarios of patients with different levels of health literacy
- Encourage personal commitment to taking HL into consideration during interactions with patients.

Medium:

- RN-BSN “Issues in Professional Nursing Practice” online course

Course Module Implemented

A two-week online asynchronous RN-BSN instructional module:

1. A PowerPoint lecture on health literacy.
2. Evidenced-based videos/documents/scenarios on health literacy.
3. Students' engagement through discussions on their reactions to the module resources.
4. Individual reflections on low health literacy indicators, both experienced and observed.
5. Personal commitment to becoming mindful of, and addressing low health literacy in clinical interactions.

Strategies and Outcomes



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Resources and Materials Used

- Individual student reflections over several semesters =52



Reflection Questions Asked

- 1. What have you noticed/learned through the module that would suggest your patients may have a difficult time understanding?
- 2. Consider the patients featured in the videos. What surprised you about their attitudes, concerns, or questions?
- 3. What surprised you about your own knowledge, attitudes, about health literacy and patients?
- 4. What have you learned that you will use to improve your communication with patients?
- 5. How will you change your practice to accommodate your patients' health literacy level?

What have you noticed/learned through the module that would suggest your patients may have a difficult time understanding the information given?

- Questions
- Registration Forms
- Body Language
- Medication Usage and Adherence
- Post-care Follow up
- Language minority

What Surprising Information
Did You Encounter from the
Module Resources?

- Patients' Difficulty with medication
- Informed consent
- Clinical information
- Written information

What Surprised you about your
Own Knowledge and Attitudes,
about Health Literacy?

Lack/Limited Knowledge Relating to:

- Reasons for patients' non- adherence to treatment regimen
- Potential embarrassment about literacy skills
- Limitations of written clinical information
- Impact of not using qualified interpreters
- Signing of informed consent forms
- Patient's comprehension of medication instructions
- Impact of limited English proficiency

What Have you Learned that You will Use
to Improve your Nursing Practice?

- Information Dissemination
 - Avoid giving a lot of information at the same time.
 - Limit information to 3-5 key points at a time
 - Reassess to make sure my patient understood what I said
- Personalized care
 - I will find out what patients already know and continue from there.
 - Give specific and concrete information pertaining to the patient.
 - Avoid generalizations
 - Show empathy
- Strategies to Ensure Comprehension
 - Use plain language
 - Implement the teach back method
 - Use open ended questions
- Seek Systemic Change

Implications for Nursing Practice

- Include health literacy-related content in nursing curriculum
- Encourage students to reflect on their practice, beyond the clinical skills.
- Encourage students to reimagine their nursing practice with their patients' health literacy status in mind.



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Questions?



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