Health Literacy as Patient Safety

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Overview

- Who we are
- Culture
- Health literacy
  - Staff
  - Patient
- Under Development
Who We Are

- Regional, not-for-profit health system providing services in southwest Michigan since 1900
- Serve a population of one million
- Kalamazoo’s largest employer
Our Service Area
Bronson Methodist Hospital

- Flagship of Bronson Healthcare Group
  - 343 bed tertiary hospital
  - 24,000 inpatient discharges annually
  - 78,000 ED visits yearly
  - 3,200 employees
  - 780 medical staff
Southwest Michigan’s Leading Hospital

- Level I Trauma Center for adults and pediatrics
- Accredited Chest Pain ER
- JCAHO Certified Stroke Center
- Highest Level Neonatal Intensive Care Unit
- Children’s Hospital & Pediatric Intensive Care Unit
- Regional Perinatal Center
Plan for Excellence
Plan for Excellence

CLINICAL EXCELLENCE
Achieve excellent outcomes

CUSTOMER & SERVICE EXCELLENCE
Enhance service excellence, staff competency, and leadership

CORPORATE EFFECTIVENESS
Achieve efficiency, growth, financial, and community benefit targets

REQUIREMENTS FOR EXCELLENCE
Safe, Effective, Patient & Family Centered, Timely, Efficient, Equitable

PHILOSOPHY OF NURSING EXCELLENCE
We commit to excellence, continuous improvement, and compassionate care.

VALUES
We believe in:
- Safe and effective care
- Patient and family-centered care
- Evidence-based practice
- Teamwork
- Respect for individuals
- Commitment to community
- The pursuit of excellence

MISSION
Provide excellent healthcare services

COMMITMENT TO PATIENT CARE EXCELLENCE
Healing with our knowledge
Caring with our hearts
Working together for the betterment of patients and families

BRONSON
Create a Culture of Quality and Safety

- Systems designed to protect and involve the patient
- Patient- and family-centered care
- AHRQ culture of safety survey
- 2005 Baldrige recipient, 2006 AHA Quest for Quality recognition, 2006 Solucient 100 Top Hospital
Communication

- Between care providers (handoffs)
- Patient safety
Root Causes of Sentinel Events
(All categories; 1995-2004)

Joint Commission

- Communication
- Orientation/training
- Patient assessment
- Staffing
- Availability of info
- Competency/credentialing
- Procedural compliance
- Environ. Safety/security
- Leadership
- Continuum of care
- Care planning
- Organization culture

0 10 20 30 40 50 60 70 80
Communication (cont.)

- Patient- and family-centered care
- Health literacy
Recognition of the Problem

- Low health literacy and its effects on patient care
- Low literacy raises death risk
- Health literacy affects peritoneal dialysis performance and outcomes
- Health illiteracy interferes with care
- The crucial link between literacy and health
- Health literacy and patient safety
Bronson’s Experience

- Health information provided in writing
  - Consistent
  - Reliable
- Highly educated providers
  - Unique language
- Assessment of the literacy levels and language needs of Kalamazoo County
  - 19% of population at lowest literacy level*

*National Institute for Literacy
Sensitization, Education and Training of Clinicians

- Bronson HealthAnswers
- AgEducation
- AMA video “Helping your patients to understand”
- Orientation
- Management and physician updates
Adult Learning Centers to Meet Patient Health Literacy Needs

- S.M.A.R.T. – Semester of Math and Reading Taught at the hospital
Training and Use of Interpreters

- Language Line
- Certified Interpreters
Redesign the Forms and the Process

- Process created for development of patient information
- 6th grade reading level
- Literacy efforts are hard wired into the Bronson system
Patient Communication Methods

- Teach back
- Plain language
- Limit information to 2-3 points
- Use drawings
- AskMe 3
- Medline plus tutorials
Patient Self-Management Skills

- My Med Brochure
- It’s OK to Ask
- Future Goals
Under Development
Continuum of Care

- Provision of optimal care to our patients through review of admit, plan of care and discharge processes.
- Underlying theme: patient- and family-centered care and health literacy
Key Healthcare Processes

- Preadmission
- Plan of Care
- Discharge
Conclusion

• Culture of quality and safety
• Use available resources
• It’s a journey not a destination
Thank You!