



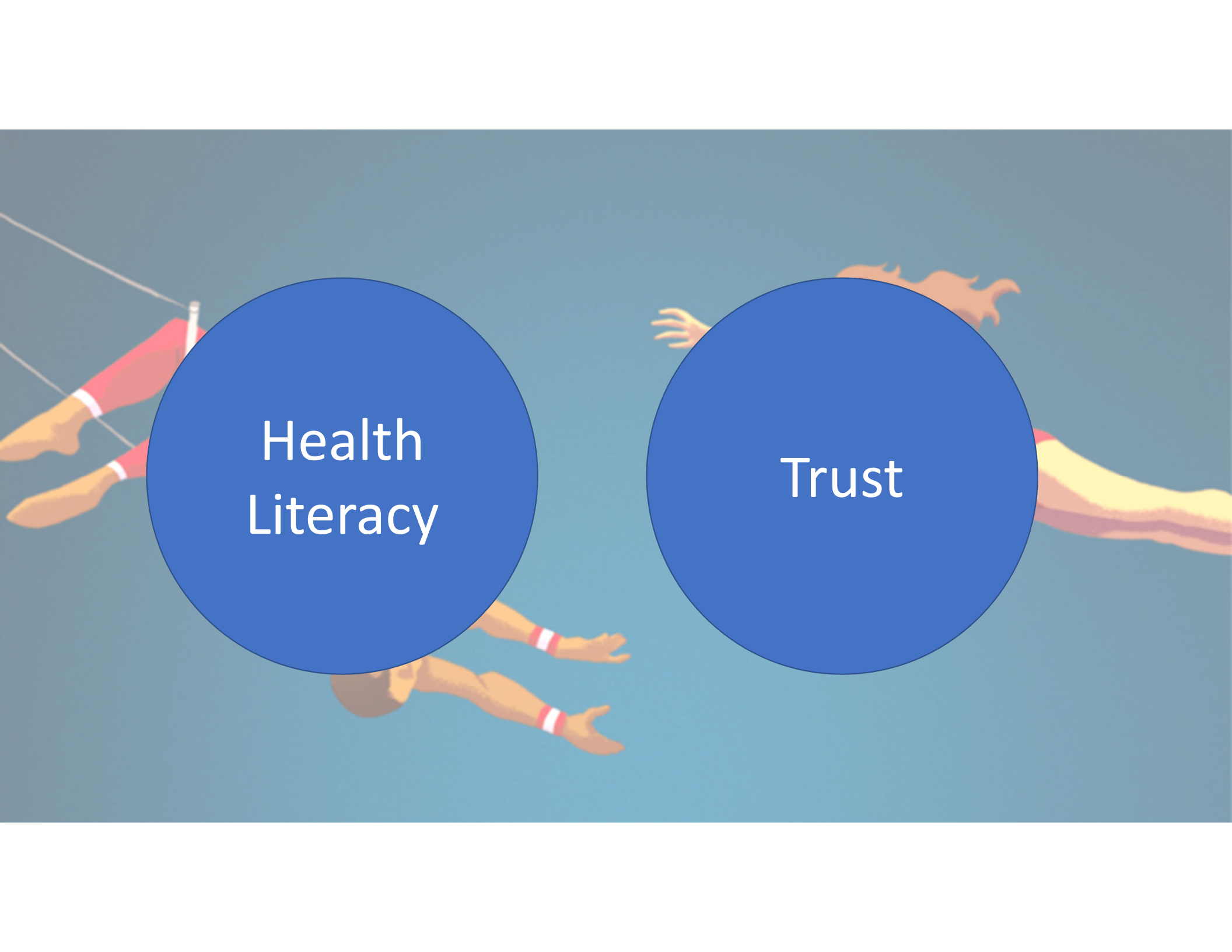
# Health Literacy and Trust

Michael Paasche-Orlow

[mpo@tuftsmedicalcenter.org](mailto:mpo@tuftsmedicalcenter.org)

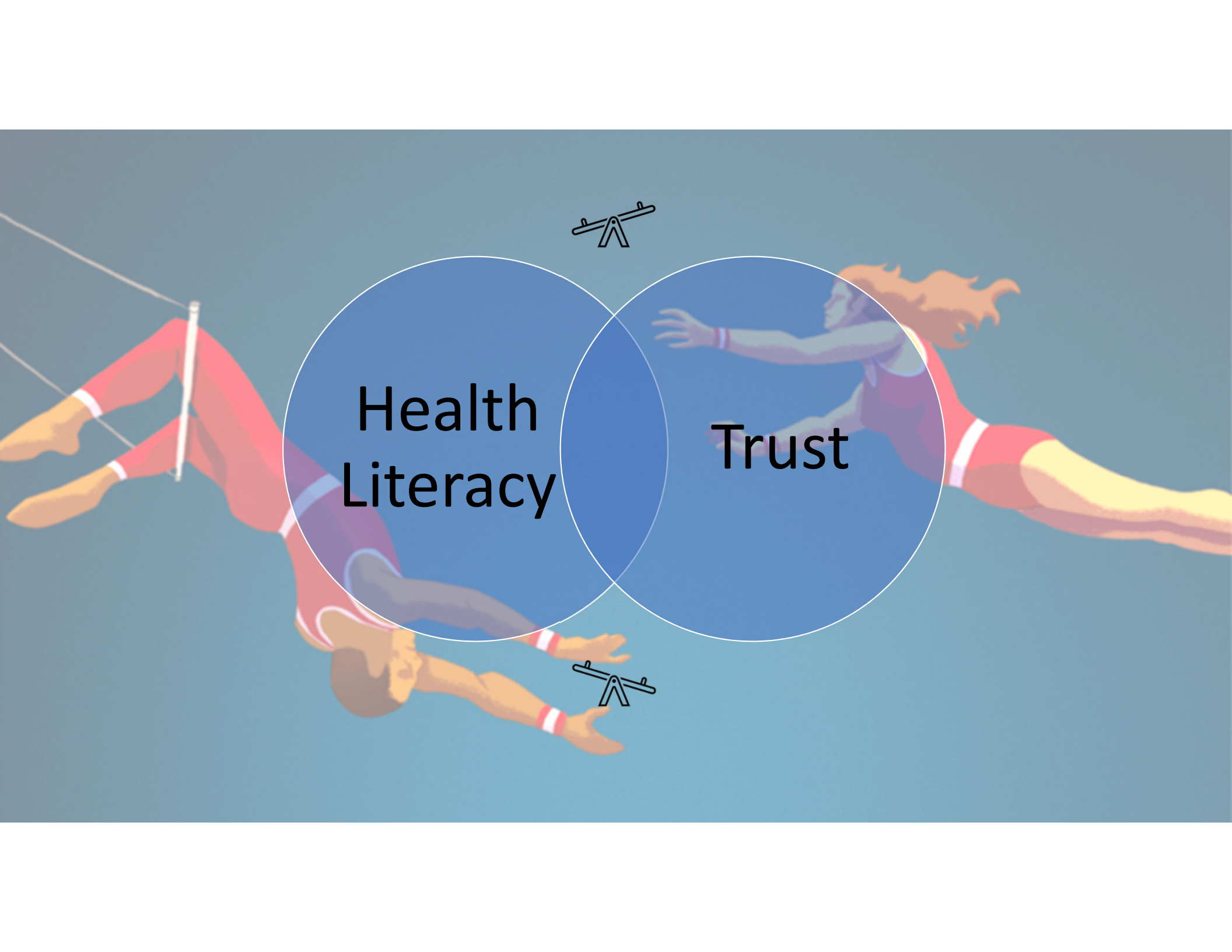
Vice Chair, Department of Medicine

Tufts Medical Center



Health  
Literacy

Trust



Health  
Literacy

Trust



Health  
Literacy

Trust

Information - Critical Appraisal



*J Health Commun.* 2018 ; 23(8): 724–734. doi:10.1080/10810730.2018.1511658.

### **Health Literacy and Use and Trust in Health Information**

Xuewei Chen<sup>a</sup>, Jennifer L. Hay<sup>b</sup>, Erika A. Waters<sup>c</sup>, Marc T. Kiviniemi<sup>a</sup>, Caitlin Biddle<sup>a</sup>, Elizabeth Schofield<sup>b</sup>, Yuelin Li<sup>b</sup>, Kimberly Kaphingst<sup>d</sup>, and Heather Orom<sup>a</sup>

- Controlling for demographic variables, higher health literacy
  - ↑ odds of using medical websites.
  - ↓ odds of using tv, social media, and blogs or celebrity webpages for health information
- Controlling for demographic variables, lower health literacy
  - ↓ trust in health information from specialist doctors and dentists
  - ↑ trust in tv, social media, blogs / celebrity webpages, friends, and pharmaceutical companies

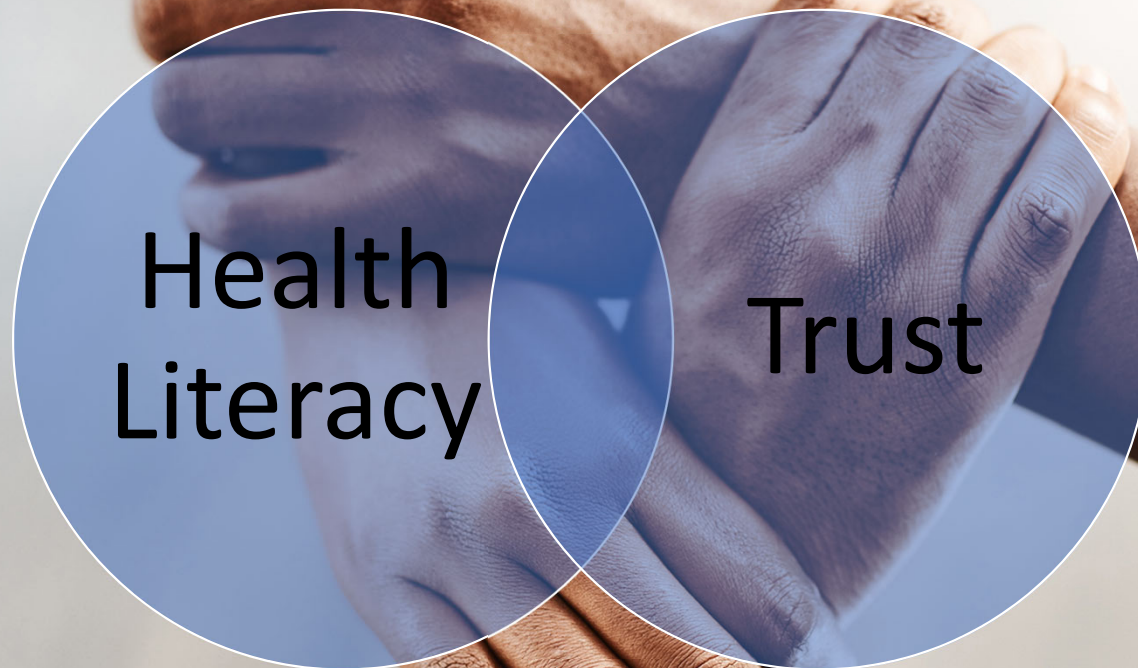
> [BMC Public Health](#). 2022 Jan 6;22(1):42. doi: 10.1186/s12889-021-12271-w.

### **Relation of corona-specific health literacy to use of and trust in information sources during the COVID-19 pandemic**

Saskia Maria De Gani<sup>1</sup>, Fabian Marc Pascal Berger<sup>2 3</sup>, Elena Guggiari<sup>2 3</sup>, Rebecca Jaks<sup>2</sup>

- Respondents with higher corona-specific health literacy levels had more trust in the various information sources.

Information - Critical Appraisal



Interpersonal



*J Health Commun.* 2014 ; 19(0 2): 44–60. doi:10.1080/10810730.2014.934936.

### **Predictors of Healthcare System and Physician Distrust In Hospitalized Cardiac Patients**

Charu Gupta<sup>a</sup>, Susan P. Bell<sup>b</sup>, Jonathan S. Schildcrout<sup>c</sup>, Sarah Fletcher<sup>c</sup>, Kathryn M. Goggins<sup>d</sup>, and Sunil Kripalani<sup>e</sup> for the Vanderbilt Inpatient Cohort Study (VICS)<sup>f</sup>

- Independent relationship between inadequate or marginal health literacy (OR 1.80 and 2.20) and physician distrust.
- HL not significantly associated with institutional distrust

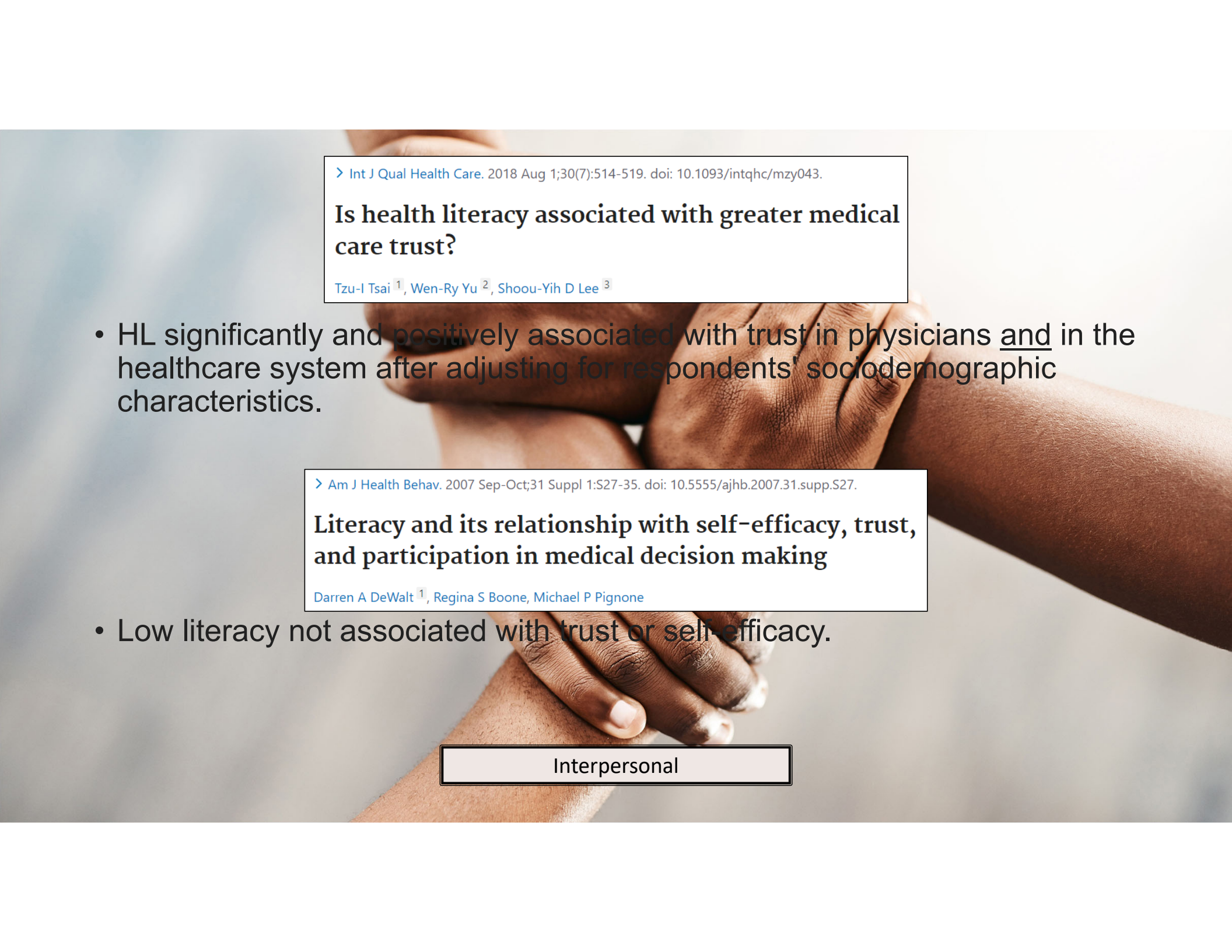
*J Health Care Poor Underserved.* 2013 November ; 24(4): 1756–1768. doi:10.1353/hpu.2013.0177.

### **Health Literacy, Physician Trust, and Diabetes-related Self-care Activities in Hispanics with Limited Resources**

Richard O. White, MD, MSc, Chandra Y. Osborn, PhD, MPH, Tebeb Gebretsadik, MPH, Sunil Kripalani, MD, MSc, and Russell L. Rothman, MD, MPP

- Lower HL was associated with ↑greater↑ physician trust and better medication adherence

Interpersonal



Int J Qual Health Care. 2018 Aug 1;30(7):514-519. doi: 10.1093/intqhc/mzy043.

## Is health literacy associated with greater medical care trust?

Tzu-I Tsai<sup>1</sup>, Wen-Ry Yu<sup>2</sup>, Shouu-Yih D Lee<sup>3</sup>

- HL significantly and positively associated with trust in physicians and in the healthcare system after adjusting for respondents' sociodemographic characteristics.

Am J Health Behav. 2007 Sep-Oct;31 Suppl 1:S27-35. doi: 10.5555/ajhb.2007.31.supp.S27.

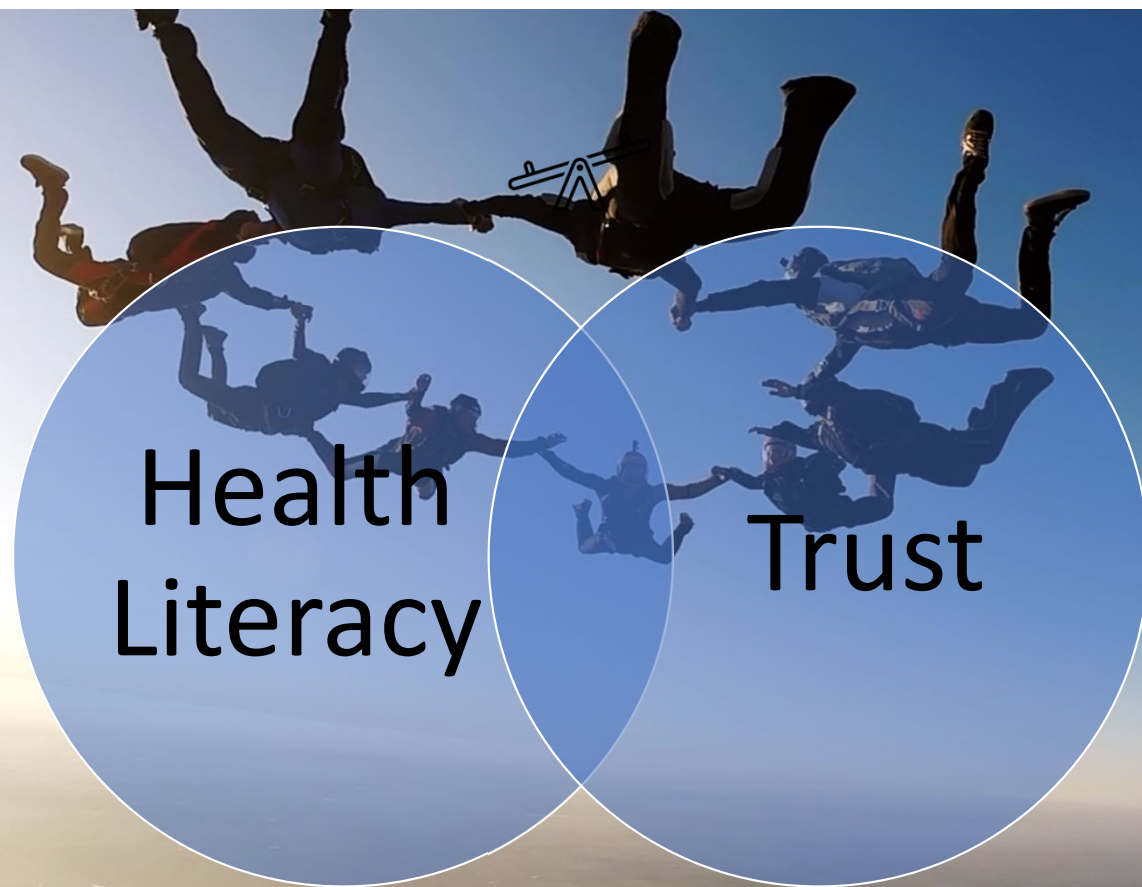
## Literacy and its relationship with self-efficacy, trust, and participation in medical decision making

Darren A DeWalt<sup>1</sup>, Regina S Boone, Michael P Pignone

- Low literacy not associated with trust or self-efficacy.

Interpersonal





Organizational

RESEARCH

Open Access

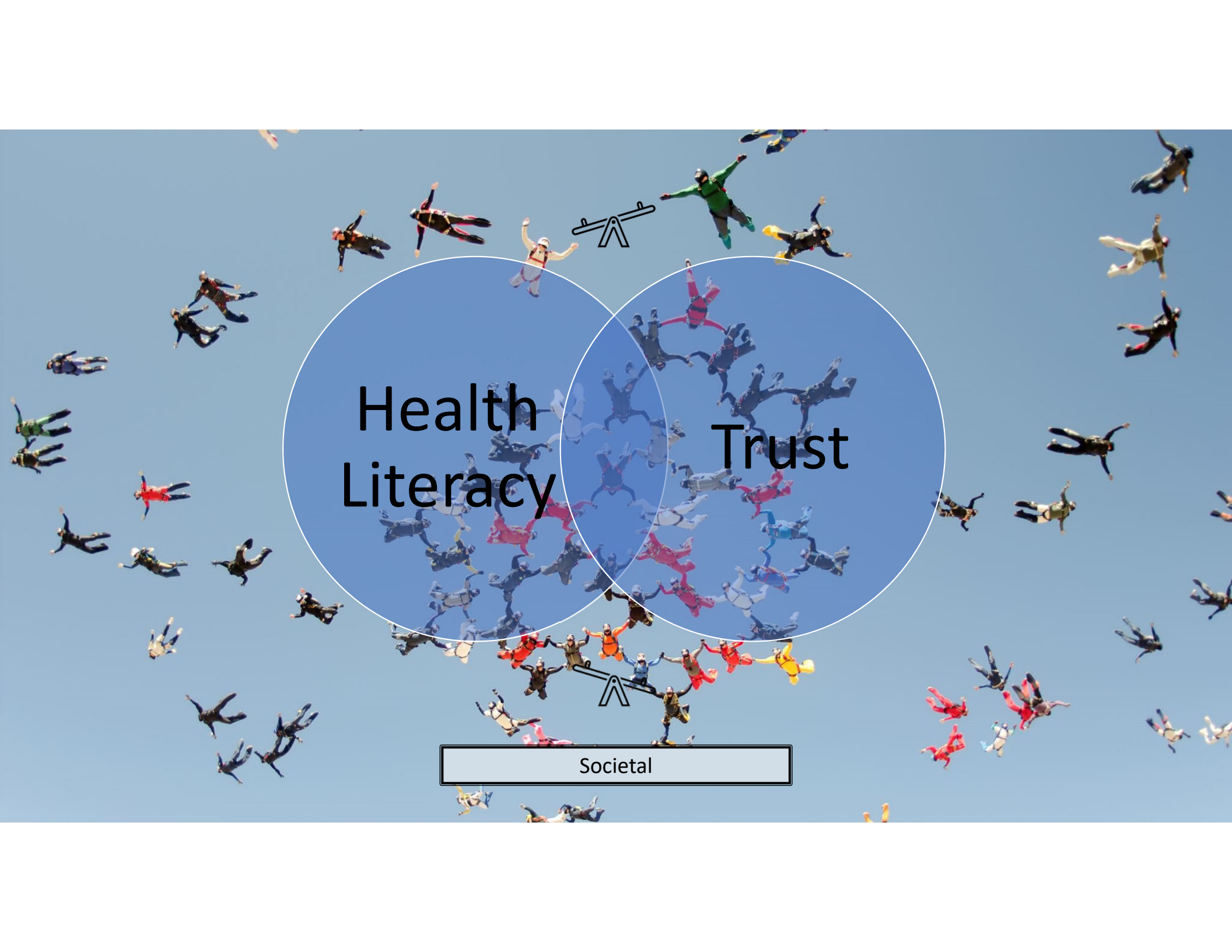
# Does higher health literacy lead to higher trust in public hospitals?



Maja Bertram<sup>1\*</sup> , Urs Steiner Brandt<sup>2</sup>, Rikke Klitten Hansen<sup>3</sup> and Gert Tinggaard Svendsen<sup>4</sup>

- Low HL: ↓ Trust - health care system is not cooperative
- High HL: ↓ Trust – high expectations about the quality, which the health care system might not be able to provide
- MIDDLE HL GROUP: highest degree of trust

Organizational



Health  
Literacy

Trust

Societal



A background image showing numerous skydivers in various poses and colors (black, red, green, blue) falling against a clear blue sky. The skydivers are scattered across the frame, with some in the foreground and others further back, creating a sense of depth and movement.

[Prev Med Rep.](#) 2021 Dec;24:101484. doi: 10.1016/j.pmedr.2021.101484. Epub 2021 Jul 15.

## Factors associated with COVID-19 vaccine trust and hesitancy among adults with chronic conditions

Marina Arvanitis <sup>1</sup>, Lauren Opsasnick <sup>1</sup>, Rachel O'Connor <sup>1</sup>, Laura M Curtis <sup>1</sup>, Chandana Vuyyuru <sup>1</sup>, Julia Yoshino Benavente <sup>1</sup>, Stacy C Bailey <sup>1</sup>, Muriel Jean-Jacques <sup>2</sup>, Michael S Wolf <sup>1</sup>

- HL not significant

Observational Study [Clin Transl Sci.](#) 2021 Nov;14(6):2200-2207. doi: 10.1111/cts.13077. Epub 2021 Jul 2.

## COVID-19 vaccine hesitancy: Race/ethnicity, trust, and fear

Don E Willis <sup>1</sup>, Jennifer A Andersen <sup>1</sup>, Keneshia Bryant-Moore <sup>2</sup>, James P Selig <sup>2</sup>, Christopher R Long <sup>1</sup>, Holly C Felix <sup>2</sup>, Geoffrey M Curran <sup>3</sup>, Pearl A McElfish <sup>1</sup>

- HL not significant

Societal

Information - Critical Appraisal

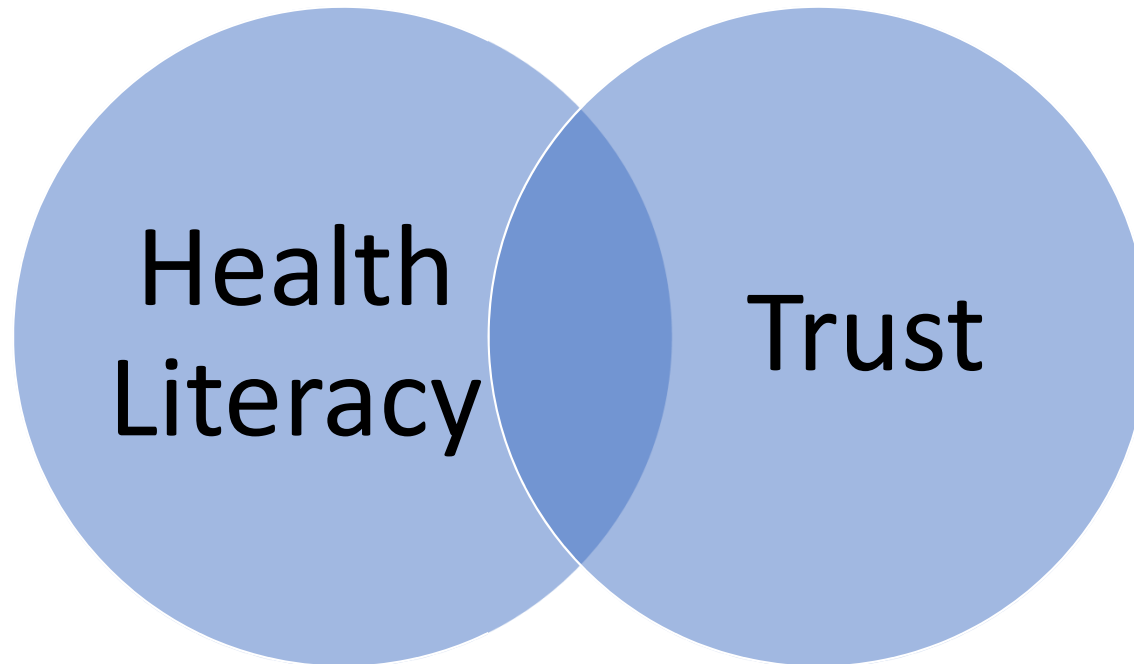
Interpersonal

Organizational

Societal

### Outcomes

- Subjective Report
- Agreement
- Consent
- Adherence



### Construct Validity Domains

- Fair
- Accurate
- Independent
- Transparent
- Honest
- Confidential
- Authentic
- Reliable
- Devoted

Different Populations  
Different Places/ Times  
Evolving Information Climate  
Convincing versus Confirming

Information - Critical Appraisal

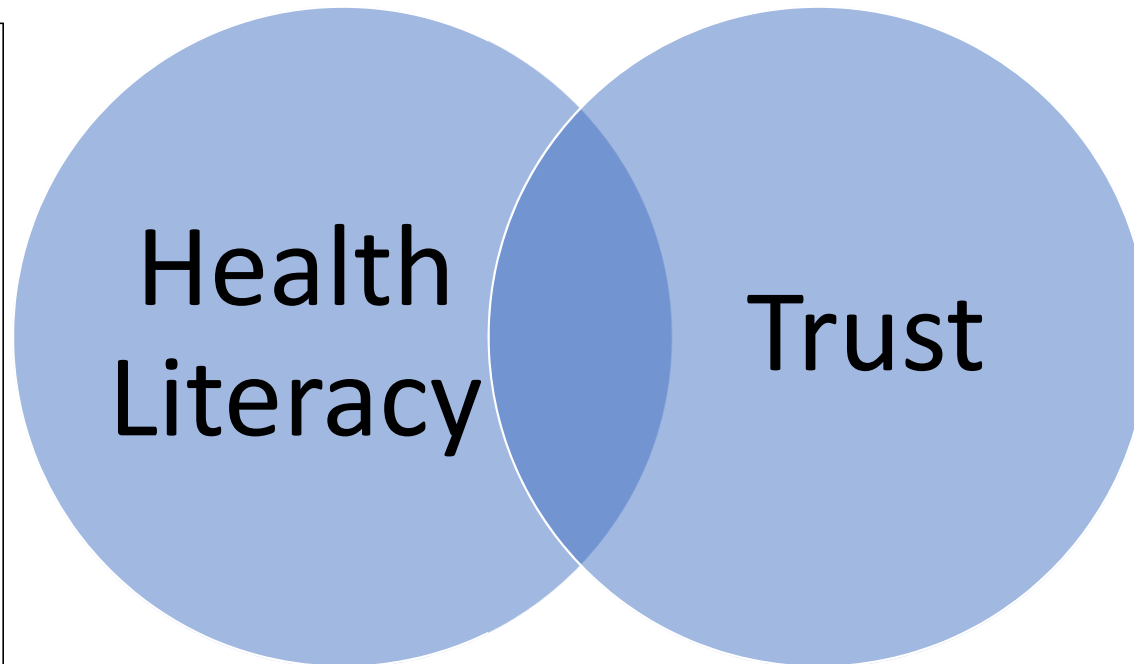
Interpersonal

Organizational

Societal

...capacity to  
obtain, process  
and understand  
basic health  
information and  
services needed  
to make  
**appropriate**  
health decisions

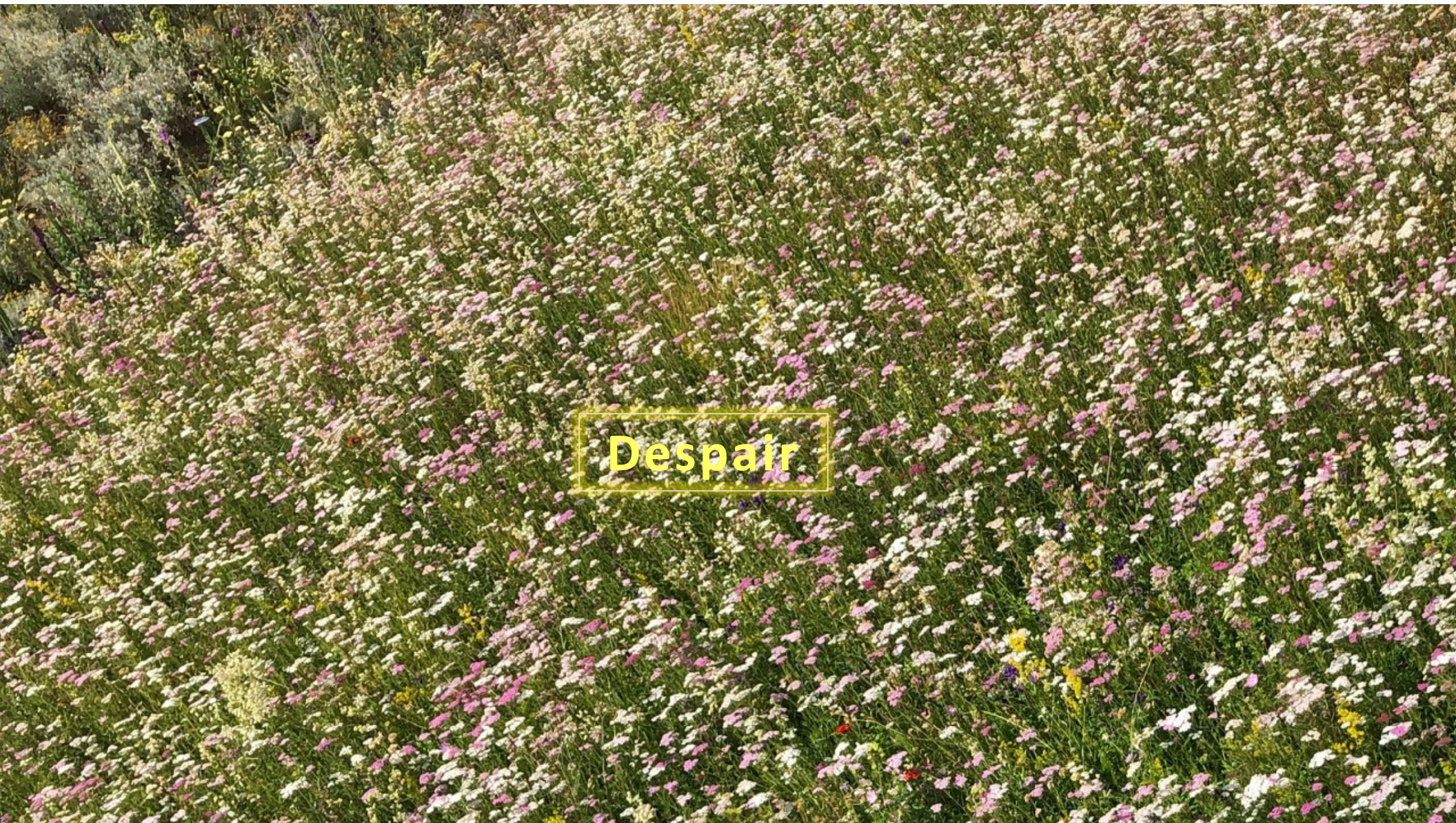
- HP 2020



...ability to find,  
understand, and  
use information  
and services to  
**inform** health-  
related  
decisions and  
actions

- HP 2030  
Personal HL





**Despair**

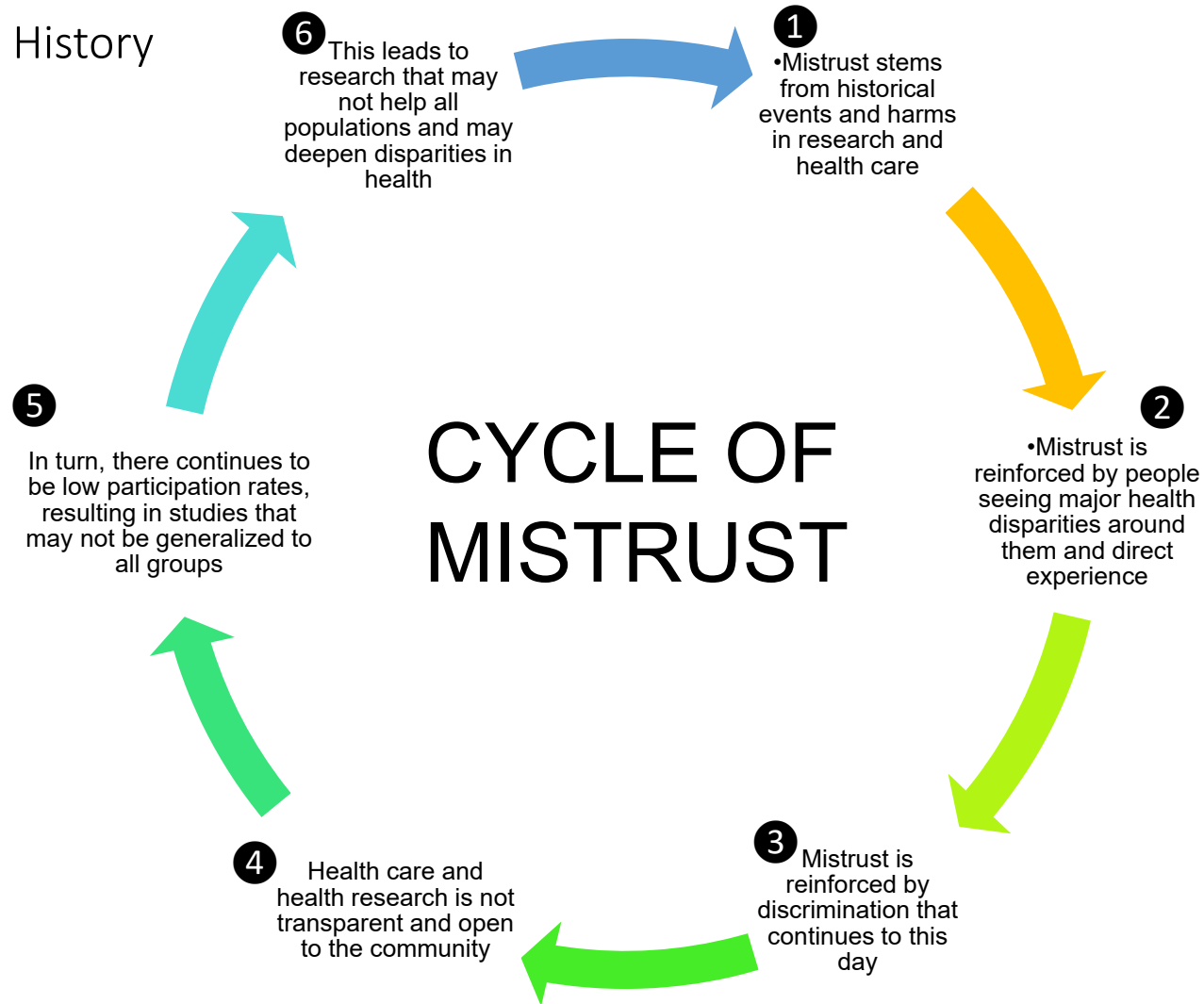


# Trust

- As an explanatory paradigm for racial disparities
- “You do not trust us”
  - Othering
- Reflection on Tuskegee



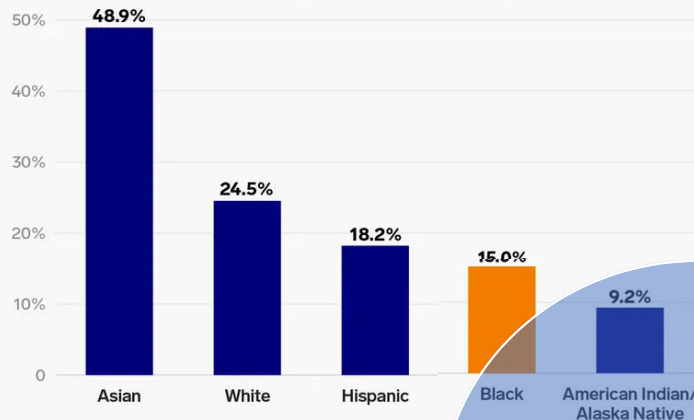
Beyond History



More than Tuskegee: Understanding Mistrust about Research Participation, J Health Care Poor Underserved. 2015

## Intergenerational educational mobility, by race

Children whose parents only graduated high school who earned a college degree



Source: Opportunity Insights

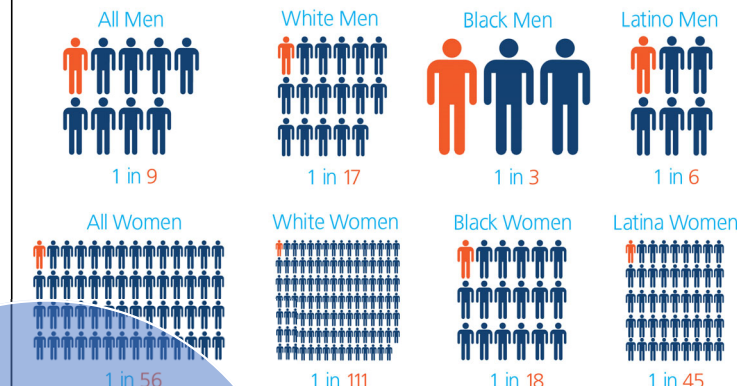
Housing /  
Banking

Public  
Health  
System

Carceral  
System

Education  
System

## Lifetime Likelihood of Imprisonment



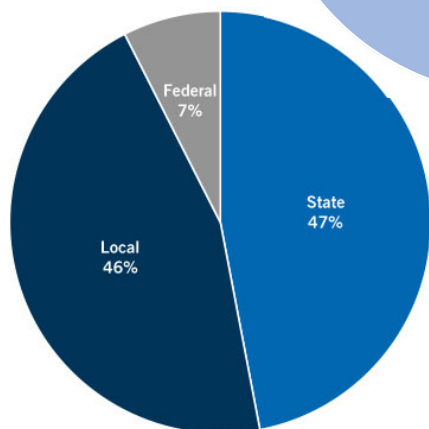
Source: Bonczar, T. (2003). *Prevalence of Imprisonment in the U.S. Population, 1974-2001*. Washington, D.C.: Bureau of Justice Statistics

THE SENTENCING PROJECT



The federal government plays a relatively small but important role in K-12 education funding

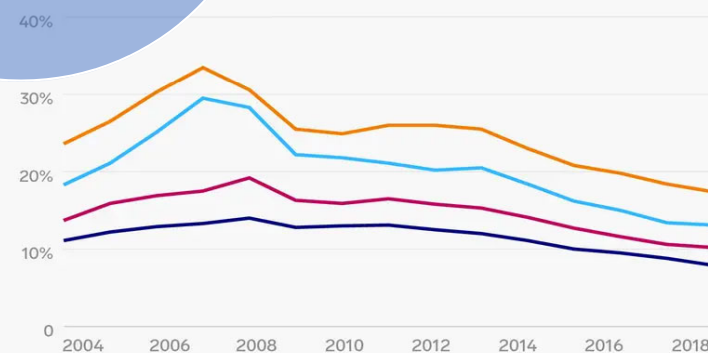
EDUCATION FUNDING BY SOURCE, 2019-2020 SCHOOL YEAR



## Denial rates for home loan applications, by race

■ Non-Hispanic White ■ Black ■ Hispanic white ■ Asian

Denial rates for conventional and non-conventional loans\*



\*Non-conventional loans are those insured by the FHA, or backed by guarantees from the VA, FSA and RHS.

Source: Consumer Financial Protection Bureau

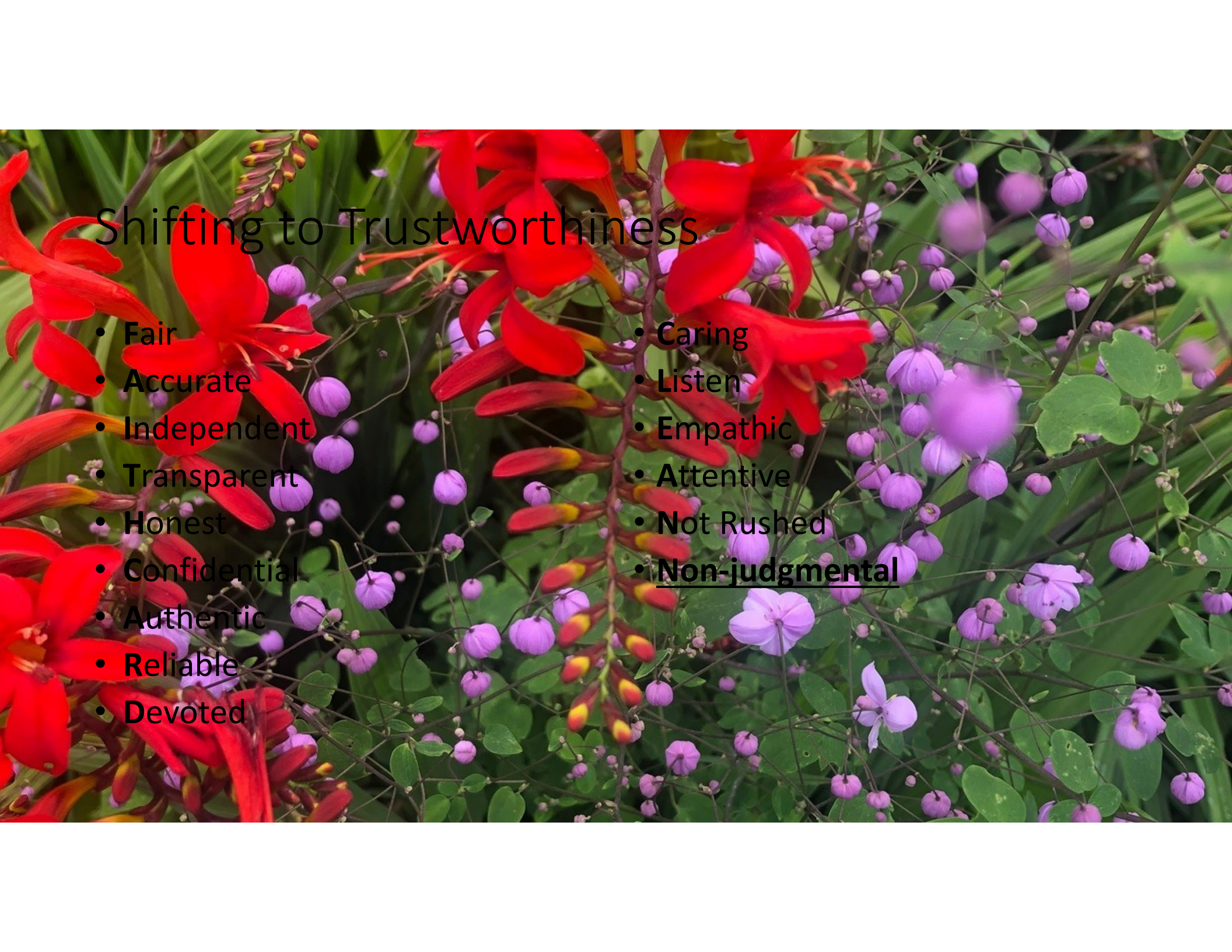
BUSINESS INSIDER



*What does it mean to  
be trustworthy?*







## Shifting to Trustworthiness

- Fair
- Accurate
- Independent
- Transparent
- Honest
- Confidential
- Authentic
- Reliable
- Devoted
- Caring
- Listen
- Empathic
- Attentive
- Not Rushed
- Non-judgmental





# Health Literacy can be part of the path for Trustworthiness

- Critical Appraisal Skills
- When communication is hard to understand – the patient needs to have more trust.
- When faced with organizational complexity – Navigation Skills
- Simplify the materials
- When we talk in jargon, we are less trustworthy.
- Organizational HL





Thank you