

# Health Literacy, Primary Care Health Care Providers, and Communication

Shirly Mor-Anavy, MPH; Shahar Lev-Ari, PhD; and Diane Levin-Zamir, PhD, MPH, MCHES

## ABSTRACT

**Background:** Decision-makers and health professionals face challenges in providing quality medical services while optimizing diminishing resources. Health literacy is associated with health outcomes and health system costs and influences the way in which communication is managed in the health system. **Objective:** This study examined the association between the level of health literacy of service providers in the community, their awareness of health literacy, their attitudes toward health literacy promotion, and the way in which they communicate with patients with low health literacy. **Methods:** A cross-sectional analytic study was conducted among 50 physicians and 50 administrative staff members in community clinics of the Maccabi Health Maintenance Organization in Israel. **Key Results:** Significant positive associations were found ( $p < .05$ ) between the level of health literacy, the attitudes toward health literacy promotion, and the degree to which special communication techniques were used when treating patients with low health literacy. Significant associations were found ( $p < .01$ ) between the level of awareness, as well as the attitudes toward health literacy promotion and the degree to which communication techniques were applied. Higher health literacy is associated with more favorable attitudes toward health literacy promotion. Additionally, a significant positive association ( $p < .01$ ) was found between the attitudes toward health literacy promotion and the use of communication techniques. No mediation was found among the research variables. **Conclusions:** To the best of our knowledge, this is the first study that examines health literacy among physicians. The results indicate gaps in the awareness of, and attitudes toward, health literacy among community health care providers, thus suggesting the need for developing and applying guidelines for improving efforts of health system providers regarding health literacy and for applying recommended tools for health communication. [HLRP: Health Literacy Research and Practice. 2021;5(3):e194-e200.]

**Plain Language Summary:** This study examined the link between the health literacy of health care providers (e.g., physicians, service administrators), their awareness and attitudes toward health literacy promotion, and how they communicate with patients with low health literacy. The findings showed significant and positive relationships between these aspects of health literacy as well as gaps in the health care system that need to be addressed.

Finding the balance between maintaining quality medical services and the optimal use of diminishing resources constitutes present and future challenges for decision-makers and clinical health professionals. Cooperation between service providers and patients is necessary for the success of treatment interventions (Berkman et al., 2011;

Castro et al., 2016). Interactive treatment protocols based on communication that encourage self-management and empowerment of patients have been proven efficient and economical (Castro et al., 2016). Health literacy is an essential component related to effective communication in the health system, with significant ramifications on people's health and

# Health Literacy In Primary Care A Clinicians Guide

**Lucille A Joel**



## **Health Literacy In Primary Care A Clinicians Guide:**

*Health Literacy in Primary Care* Gloria G. Mayer, Michael Villaire, 2007-04-21 Designated a Doody's Core Title At the intersection of health care delivery and practice there lies a large area of patient care with no manual how to provide the best care to patients who have a critically low level of comprehension and literacy Because all patients play a central role in the outcome of their own health care competent health care becomes almost impossible for caregivers when the boundary of low literacy skills is present In a concise and well written format you will learn Common myths about low literacy Examples of low health care literacy How to recognize patients with low literacy Strategies to help patients with low literacy and reduce medical errors Cultural issues in health literacy Ways to create a patient friendly office environment How to improve patient communication Guidelines to target and overcome common problems practitioners encounter This clear well written book is packed with examples and tips and will serve as a much needed guide for primary care providers nurse practitioners hospital administrators and others who are looking for ways to improve their communication with patients and provide the most beneficial health care to their low literacy patients

**Handbook of Research on Healthcare Administration and Management** Wickramasinghe, Nilmini, 2016-08-23 Effective healthcare delivery is a vital concern for citizens and communities across the globe The numerous facets of this industry require constant re evaluation and optimization of management techniques The Handbook of Research on Healthcare Administration and Management is a pivotal reference source for the latest scholarly material on emerging strategies and methods for delivering optimal healthcare opportunities and solutions Highlighting issues relating to decision making process optimization and technological applications this book is ideally designed for policy makers administrators students professionals and researchers interested in achieving superior healthcare solutions

**The SAGES / ERAS® Society Manual of Enhanced Recovery Programs for Gastrointestinal Surgery** Liane S. Feldman, Conor P. Delaney, Olle Ljungqvist, Francesco Carli, 2015-08-31 This volume presents a comprehensive up to date and practical approach to creating an ERAS program for GI surgery The first sections review the evidence underlying individual elements of ERAS including evidence from laparoscopic procedures when available or pointing to evidence gaps where more research is required These are written by experts in the field including surgeons anesthesiologists nurses and physiotherapists The format is in the style of a narrative review with narrative evidence review and concluding with a table with take home messages and 3-5 key references for readers interested in more depth in each topic Each chapter also addresses management of common complications and patient selection or exceptions Subsequent chapters address practical concerns including creation of a pathway team project management and engaging administration Experts contribute real world examples of their pathways for a variety of procedures including colorectal surgery bariatric surgery upper GI and hepatobiliary surgery enabling the user to have a starting point for creating their own programs The SAGES Manual of Enhanced Recovery Programs for Gastrointestinal Surgery will be of great value to fully trained surgeons

anesthesiologists nurses and administrators interested in initiating an ERAS program

**Encyclopedia of Health Services Research** Ross M. Mullner, 2009-05-15 Today as never before healthcare has the ability to enhance the quality and duration of life At the same time healthcare has become so costly that it can easily bankrupt governments and impoverish individuals and families Health services research is a highly multidisciplinary field including such areas as health administration health economics medical sociology medicine political science public health and public policy The Encyclopedia of Health Services Research is the first single reference source to capture the diversity and complexity of the field With more than 400 entries these two volumes investigate the relationship between the factors of cost quality and access to healthcare and their impact upon medical outcomes such as death disability disease discomfort and dissatisfaction with care Key Features Examines the growing healthcare crisis facing the United States Encompasses the structure process and outcomes of healthcare Aims to improve the equity efficiency effectiveness and safety of healthcare by influencing and developing public policies Describes healthcare systems and issues from around the globe Key Themes Access to Care Accreditation Associations Foundations and Research Organizations Biographies of Current and Past Leaders Cost of Care Economics Finance and Payment Mechanisms Disease Disability Health and Health Behavior Government and International Healthcare Organizations Health Insurance Health Professionals and Healthcare Organizations Health Services Research Laws Regulations and Ethics Measurement Data Sources and Coding and Research Methods Outcomes of Care Policy Issues Healthcare Reform and International Comparisons Public Health Quality and Safety of Care Special and Vulnerable Groups The Encyclopedia is designed to be an introduction to the various topics of health services research for an audience including undergraduate students graduate students and general readers seeking non technical descriptions of the field and its practices It is also useful for healthcare practitioners wishing to stay abreast of the changes and updates in the field

*Health Literacy From A to Z* Helen Osborne, 2013 With patient experience at the forefront of health care effective communication of health messages is critical to quality care This book offers proven strategies to help providers clearly explain health information to a variety of audiences from patients and caregivers to students and the public

**Health Literacy in Clinical Practice and Public Health** Elliot R. Siegel, 2020-06-15 Health literacy is the ultimate global currency of health and well being Without health literacy medicine fails public health fails and people pay the cost for these failures with their lives As this book goes to press the world is confronted by the COVID 19 pandemic Improving health literacy becomes increasingly important if we are to successfully confront the challenges that stress our systems of medicine and public health like never before Richard H Carmona M D M P H FACS former Surgeon General of the United States in his foreword to this book Two years ago HTI published the book *Health Literacy New Directions in Research Theory and Practice* Together with that earlier volume this book *Health Literacy in Clinical Practice and Public Health New Initiatives and Lessons Learned at the Intersection with other Disciplines* strives to enumerate and expand our understanding of the multidisciplinary connections which underpin the

field of health literacy The book's balance between research and practice is a response to the feedback the editors received about the previous publication which focused more on HL theory and research With reports of specific health literacy research initiatives and interventions particularly in clinical practice and public health the book covers contemporary health literacy research and practice and is divided into three sections Section one explores health literacy's capacity to foster progress in clinical practice and public health section two provides insights into health literacy initiatives and lessons learned from diverse healthcare stakeholders and section three examines health literacy's similarities with and differences from related health research disciplines The book sets the practice and research of health literacy on an evidence based thoughtful effective efficient and applied course As Dr Richard Carmona says in his foreword It is enthusiastically recommended for all health and medical practitioners and researchers

*Community-Based Health Literacy Interventions* National Academies of Sciences, Engineering, and Medicine, Health and Medicine Division, Board on Population Health and Public Health Practice, Roundtable on Health Literacy, 2018-05-10 In its landmark report *Health Literacy A Prescription to End Confusion* the Institute of Medicine noted that there are 90 million adults in the United States with limited health literacy who cannot fully benefit from what the health and health care systems have to offer Since the release of that report health literacy has become a vibrant research field that has developed and disseminated a wide range of tools and practices that have helped organizations ranging in size from large health care systems to individual health care providers and pharmacists to engage in health literate discussions with and provide health literate materials for patients and family members Improving the health literacy of organizations can be an important component of addressing the social determinants of health and achieving the triple aim of improving the patient experience improving the health of populations and reducing the cost of care However the focus on organizations does not address the larger issue of how to improve health literacy across the U S population To get a better understanding of the state of community based health literacy interventions the Roundtable on Health Literacy hosted a workshop on July 19 2017 on community based health literacy interventions It featured examples of community based health literacy programs discussions on how to evaluate such programs and the actions the field can take to embrace this larger view of health literacy This publication summarizes the presentations and discussions from the workshop

**A Guide to Mastery in Clinical Nursing** Joyce J. Fitzpatrick, Celeste M. Alfes, Ronald Hickman, 2017-12-28 Designed for both new registered nurses and nurses transitioning to a new clinical area this extensive clinical reference is the only resource to provide essential information on more than 300 topics from 11 specialty areas Concise and practical entries provide fundamental coverage of the most common clinical problems and issues encountered in nursing practice today Key leaders in clinical content areas authored content on emergency and critical care geriatric nursing health systems and health promotion medical surgical nursing neonatal nursing nurse anesthesia obstetrics and women's health palliative care perioperative nursing pediatric nursing and psychiatric mental health nursing Alphabetized for easy access each entry includes a definition

and description of the clinical problem etiology nursing assessment related problems interventions nursing management and evaluation and safety considerations The Considerations section of each topic focuses on the role of the nurse throughout the treatment process and discusses the role of other health care providers with a focus on multidisciplinary treatment Intended primarily for university and hospital libraries A Guide to Mastery in Clinical Nursing will also be of value to nursing faculty undergraduate and graduate level nurses and nursing students at all levels Key Features Provides essential information on over 300 clinical topics from 11 specialty areas Offers key knowledge for nurses new to practice or working in an unfamiliar nursing area Presented in a consistent format for ease of use Includes an overview of each specialty area Focuses on the role of the nurse throughout the treatment process Written and edited by expert clinicians and educators in each clinical area

Guide to Clinical Documentation Debra D Sullivan,2018-07-25 Understand the when why and how Here s your guide to developing the skills you need to master the increasing complex challenges of documenting patient care Step by step a straightforward how to approach teaches you how to write SOAP notes document patient care in office and hospital settings and write prescriptions You ll find a wealth of examples exercises and instructions that make every point clear and easy to understand *Primary Care for Older Adults* Michael Wasserman,James Riopelle,2017-10-03 This book provides a comprehensive and systematic state of the science review of major primary care delivery models how they address specific needs of older adults and available evidence for their efficacy Written by experts in the field this book explores the patient centered medical home model PCMH in depth and dives into the complexities of the medical neighborhood It describes and analyzes primary care specifically directed toward special complex populations such as the Health Home for safety net patients with mental health needs and intensive primary care for older adults It reviews an array of primary care models related to dual eligible patients including the GRACE primary care consultation model and PACE models It describes primary care with Advanced Practice Nurses and Physician Assistants and explores in depth the massive effort within the VA to develop the Patient Activated Care Team PACT a VA form of the PCMH that also has several offshoots that address complex older veterans and veterans with severe mental illness Finally it illuminates rarely discussed primary care that occurs within the home and within long term care Throughout the entire book experts navigate the workforce care quality and financing challenges of primary care for older adults *Primary Care for Older Adults* is a valuable resource for clinicians researchers patients caregivers and their advocates and policy makers who have an interest in designing promoting and implementing high quality primary care for older adults **OECD Reviews of Health Care Quality: Australia 2015 Raising Standards** OECD,2015-11-15 Australia s health system functions remarkably well despite operating under a complex set of institutions that make coordinating patient care difficult Australia should adopt a national approach through an enhanced federal government role in steering policy funding and priority setting **The Art and Science of Patient Education for Health Literacy - E-Book** Melissa Stewart,2019-11-20 Selected for Doody s Core Titles 2024 in Patient Education Most healthcare

providers know that health literacy is a major barrier to positive health outcomes but regardless of good intentions they continue to simply present health information rather than promote deep patient learning With Dr Melissa N Stewart s unique research driven approach *The Art and Science of Patient Education for Health Literacy* helps you make the shift from simply presenting health information to activating deep patient learning Revised and thoroughly updated from Dr Stewart s *Practical Patient Literacy The MEDAGOGY Model* *The Art and Science of Patient Education for Health Literacy* equips both students and healthcare providers with the skills needed to engage patients brains in order to help them understand their conditions and promote long lasting behavior change Based on the neuroscience of learning this groundbreaking book is packed with abundant tools to teach students and practitioners how to negotiate effectively with patients about what they will and won t do to maintain and improve their health Equipped with enhanced levels of health literacy your patients will better understand their illnesses and become their own best healthcare advocates UNIQUE Focus on the author s proven patient literacy model applies a reliable methodology to promote patient health and reduce hospital readmissions Practical patient centered approach emphasizes how to help patients formulate their own healthcare goals to promote their own health In depth discussion of pedagogy and andragogy introduces how these concepts can be used to teach different patients and accommodate their educational needs Case Studies promote reader engagement and active learning Guidance on how to understand the patient s emotional state and grieving process helps you understand when and how to best communicate health information Handy tools such as the Patient Education Hierarchy Informational Seasons the PITS mode and the UPP tool add direction to individual and or team patient education efforts UNIQUE Research driven approach based on the latest findings in the neuroscience of learning NEW Addresses the emergence of health literacy as a crucial issue for the future of high quality healthcare NEW and UNIQUE Incorporates the author s Self Activation Tool to help patients activate their own learning NEW Colorful design and numerous illustrations promote reader engagement and active learning NEW Chapter ending Key Points provide a focused self check for each chapter NEW Broader focus on different health professions provides information for a wide range of caregivers

*A Clinical Guide to Pediatric HIV* Tiffany Chenneville, 2017-02-11 This book examines the impact of pediatric HIV on children adolescents and their families Beginning with an overview of pediatric HIV epidemiology it traces the medical psychological and social dimensions of HIV through the trajectory of childhood and youth It examines the latest research on a wide range of topics including treatment adherence cultural legal and ethical issues and HIV stigma and its reduction Chapters offer expert recommendations for clinicians working with children with HIV as well as researchers studying pediatric HIV In addition the book also discusses daily concerns associated with pediatric HIV such as disease management coping access to services risk prevention and health promotion Topics featured in this book include The impact of pediatric HIV on families Psychosocial considerations for children and adolescents with HIV HIV prevention and intervention in the school setting HIV disclosure in pediatric populations How to design effective evidence based HIV risk

reduction programs for adolescents A Clinical Guide to Pediatric HIV is a must have resource for researchers clinicians and graduate students in child and school psychology social work and public health as well as pediatric medicine nursing epidemiology anthropology and other related disciplines *Public Health Communication* Claudia Parvanta, David E. Nelson, Richard N. Harner, 2017-03-22 Designed for master s level study Public Health Communication Critical Tools and Strategies will prepare new graduates for any entry level position in public health policy advocacy health communication health promotion social marketing or community health education Filled with practical examples the book is also a valuable resource for those preparing for the CPH or CHES exams Students will learn core concepts for planning a communication framework as well key strategies for educating the public about health issues including understanding and reporting science communicating for policy and advocacy and health literacy and numeracy The book thoroughly explores classic theories of persuasion in communication such as Extended Parallel Process Model Inoculation Sensation Value and Cognitive Value The most current forms of digital multimedia interactive channels of communication are examined Lubkin's Chronic Illness: Impact and Intervention Pamala D. Larsen, 2021-10-29 Lubkin s Chronic Illness Impact an Intervention Eleventh Edition provides a solid foundation for nursing students by teaching them the skills and knowledge they need to care for patients experiencing illness **The Oxford Handbook of Clinical Psychology** David H. Barlow, 2014-03-31 The exponential growth of clinical psychology since the late 1960s can be measured in part by the extensive perhaps exhaustive literature on the subject This proliferation of writing has continued into the new century and the field has come to be defined as much by its many topics as its many voices The Oxford Handbook of Clinical Psychology synthesizes these decades of literature in one extraordinary volume Comprising chapters from the foremost scholars in clinical psychology the handbook provides even and authoritative coverage of the research practice and policy factors that combine to form today s clinical psychology landscape In addition to core sections on topics such as training assessment diagnosis and intervention the handbook includes valuable chapters devoted to new and emerging issues in the clinical field including health care reforms cultural factors and technological innovations and challenges Each chapter offers a review of the most pertinent literature outlining current issues and identifying possibilities for future research Featuring two chapters by Editor David H Barlow one on changes during his own 40 year odyssey in the field the other projecting ten themes for the future of clinical psychology The Oxford Handbook of Clinical Psychology is a landmark publication that is sure to serve as the field s benchmark reference publication for years to come It is an essential resource for students clinicians and researchers across the ever growing clinical psychology community **Clinical Therapeutics Primer** Jennifer A. Reinhold, Grace Earl, 2014 Clinical Therapeutics Primer Link to the Evidence for the Ambulatory Care Pharmacist is a valuable resource for pharmacy students new pharmacist practitioners and practicing pharmacists in the ambulatory setting Organized by therapeutic concentration this in depth text will assist the reader in mastering the skills required to successfully assess and treat commonly

encountered outpatient medical conditions such as diabetes hypertension chronic pain and more Featuring over 40 practical cases and the patient centered care approach Clinical Therapeutics Primer provides an evidence based field guide for applying complex concepts into best clinical practices Key Features Key Terms Learning Objectives Over 40 Sample Patient Cases Treatment Algorithms Key Terminology Review Clinical Pearls Discussion Questions Web Resources **A Clinical Guide for Management of Overweight and Obese Children and Adults** Caroline M. Apovian, Carine M. Lenders, 2006-12-15 While unhealthy diet and sedentary behaviors are second only to smoking as the leading preventable cause of death in the U S less than 45 percent of adult and pediatric obese patients received any prior advice from a physician to lose weight The low rate of identification and treatment of obesity by physicians can often be attributed to lack of Ballweg's Physician Assistant: A Guide to Clinical Practice - E-Book Tamara S Ritsema, Darwin L. Brown, Daniel T. Vetrovsky, 2021-04-17 Designed as a highly visual and practical resource to be used across the spectrum of lifelong learning Ballweg's Physician Assistant 7th Edition helps you master all the core competencies needed for physician assistant certification recertification and clinical practice It remains the only textbook that covers all aspects of the physician assistant profession the PA curriculum and the PA's role in clinical practice Ideal for both students and practicing PAs it features a succinct bulleted writing style convenient tables practical case studies and clinical application questions that enable you to master key concepts and clinical applications Addresses all six physician assistant competencies as well as providing guidance for the newly graduated PA entering practice Includes five new chapters What Is a Physician Assistant and How Did We Get Here Effective Use of Technology for Patient Centered Care Success in the Clinical Year Transitioning to Practice and Working in Teams and Finding Your Niche Features an enhanced focus on content unique to the PA profession that is not readily found in other resources more illustrations for today's visually oriented learners a more consistent format throughout and a new emphasis on the appropriate use of social media among healthcare professionals Provides updated content throughout to reflect the needs of the PA profession including new content on self care for the PA to help prevent burnout suicide and other hazards faced by healthcare professionals Guides students in preparation for each core clinical rotation and common electives as well as working with special patient populations such as patients experiencing homelessness and patients with disabilities Includes quick use resources such as objectives and key points sections for each chapter tip boxes with useful advice abundant tables and images and more than 130 updated case studies Evolve Educator site with an image bank is available to instructors through their Elsevier sales rep or via request at <https://evolve.elsevier.com> *Advanced Practice Nursing* Lucille A Joel, 2017-10-20 Meet all the challenges of professional practice whatever your specialty or environment Noted nursing professionals and educators explore all of the non clinical roles and responsibilities of an APN and chart a course that will enable you to meet them successfully You'll follow the evolution of the APN's role from a historical perspective to the present and examine the issues and challenges you'll encounter in the future

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