Clinician Follow Up Reference for Supportive Care Health Literacy –

"YES" to either "Do you need someone like a family member, friend, hospital/clinic worker, or caregiver to help you read hospital materials?

Or "Do you need help when filling out medical forms by yourself?"



→ If Yes

Further inquiry:

- if the questions were read to them, would they thems elves be comfortable/able to answer them?
- Would pt like a family member or someone else to help them complete the form?

If proceeding with the screening being read aloud, patient should check answers if able or wants to.

Further questions may be needed to determine what language might be better.

- Screening Tool in English, Spanish, Polish or Traditional Chinese)
- Obtain translators, either institution provided or family members

If left blank

Would you like a family member or someone else to help you complete this form? Or "Do you need help to read this form or other medical paperwork?"

If No

Ask what type of assistance would they like

Next Step

Timing

Discontinue screening if patient requests or exhibits signs of distress.

Use teach-back method or ask patient "what did we cover today?" to reinforce important information the patient should know and understand.

Document patients preferences for future screens and means of communication when possible to reduce patient frustration of repeating possible inabilities and to improve upon patient understanding of their disease and treatment.

See Resource Links below.

At time
of
screening

Notes

Purpose of the Health Literacy questions is to help in the broader sense cancer care when pt has literacy issues. Discovering this issue early should lead to different means of communication and support resulting in better care.

Depending on when/where patient is receiving tool:

- If given in the waiting room by front desk staff, they cannot offer help to patient but if the patient indicates they cannot complete the tool, front desk staff can suggest they hold on to the screening tool and discuss once roomed.
- If given once roomed, when handing to the patient,

create a script to tease out right away any literacy issues.

• For a quick assessment you could ask, "How far did you go in school?" and "How do you feel a bout reading?" (Coleman Palliative Medicine Conference January 17th, 2019)

Creating resources with picture icons for visual understanding may be helpful. May be useful for nonnative English patients, patients with health literacy issues or both. Example: Pill Card would help pt who cannot read or understand their medication dosing.

Patient Links and Handouts:

> Ask Me 3

CSOC Patient Handout can be accessed at: http://cancer-help.me/reading-understanding

References:

- > AMA Foundation, Helath literacy and patient safety: Help patients understand
- > NIH, Clear Communication
- > NIH. Health Literacy. Professional Development
- Assessing and Addressing Health Literacy
- > How to Create a Pill Card

