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## Making connections with health care information: A senior center and an academic library collaboration

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# Making Connections with Health Care Information: a Senior Center and an Academic Library Collaboration

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LAWRENCE TECHNOLOGICAL UNIVERSITY

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# What is Health Literacy?

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**“the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions”** (Selden, Zorn, Ratzan, Parker, 2000)

# The Confusion of Medicaese

- Take this medication with food
- Take this medication two times a day
- On a special diet
- When taking this medicine, don't drive heavy machinery

# Source of the Low Health Literacy Problem-

## *Change to a New Model of Health Care Delivery*

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- **Old model** -Skilled professionals took care of patients
  - Based on long hospital stays
  - Closely monitored bedside and post-operative care

### **New model-** Patients learn to care for themselves

- Changes in technology=new medical knowledge, drugs & treatments
- More outpatient procedures and treatments
- Short hospital stays
- Patients are quickly on their own with long lists of instructions, medications and appointments
- Little support from skilled professionals (Schwartzberg & Lagay, 2001)

# Why is Health Literacy Important?

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## Healthy People

### *Healthy People 2000, 2010, 2020*

- Initiative from U.S. government's DHHS
- Provide science-based, 10-year national objectives for improving the health of all Americans
- Establish benchmarks and monitored progress over time in order to:
  - Measure the impact of prevention activities
  - Empower individuals toward making informed health decisions
  - Encourage collaborations across communities and sectors



# Why is Health Literacy Important?

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## Money

- Readmission Program created under the Affordable Care Act tracks how often patients are treated for heart attack, heart failure, and pneumonia & had to return to the hospital within 30 days of discharge
- Medicare payments docked 1%=2013, 2%=2014
- Chronic obstructive pulmonary disease & total hip replacements added in 2015 with a 3% penalty

# Examples of the Problem

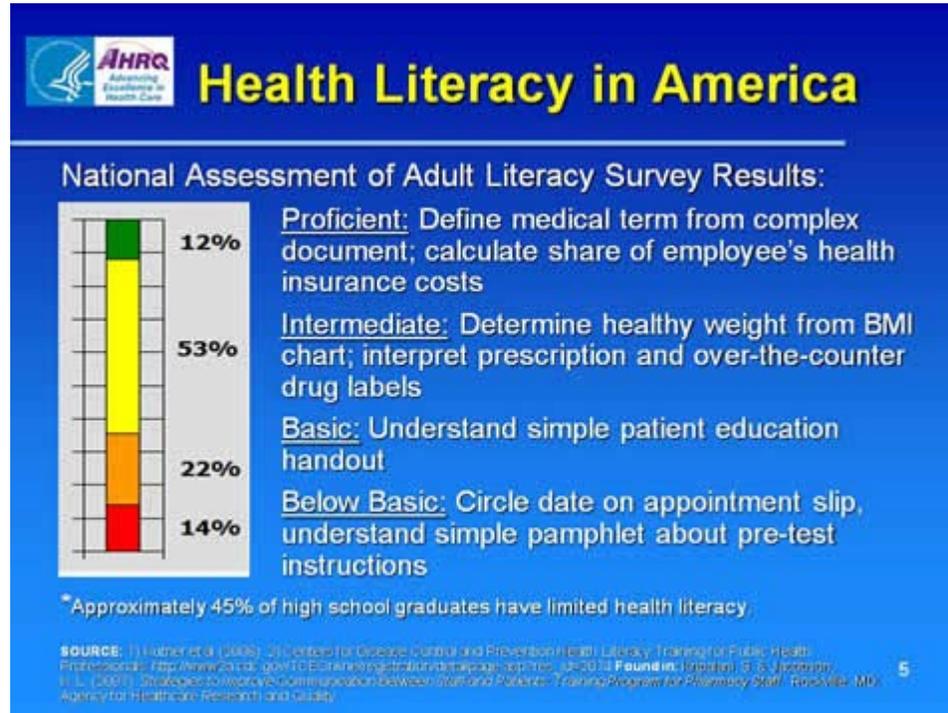
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➤ American Medical Association patient interviews

➤ <https://www.youtube.com/watch?v=BgTuD7I7LG8>

➤ Stories

# Benchmark for Health Literacy in America

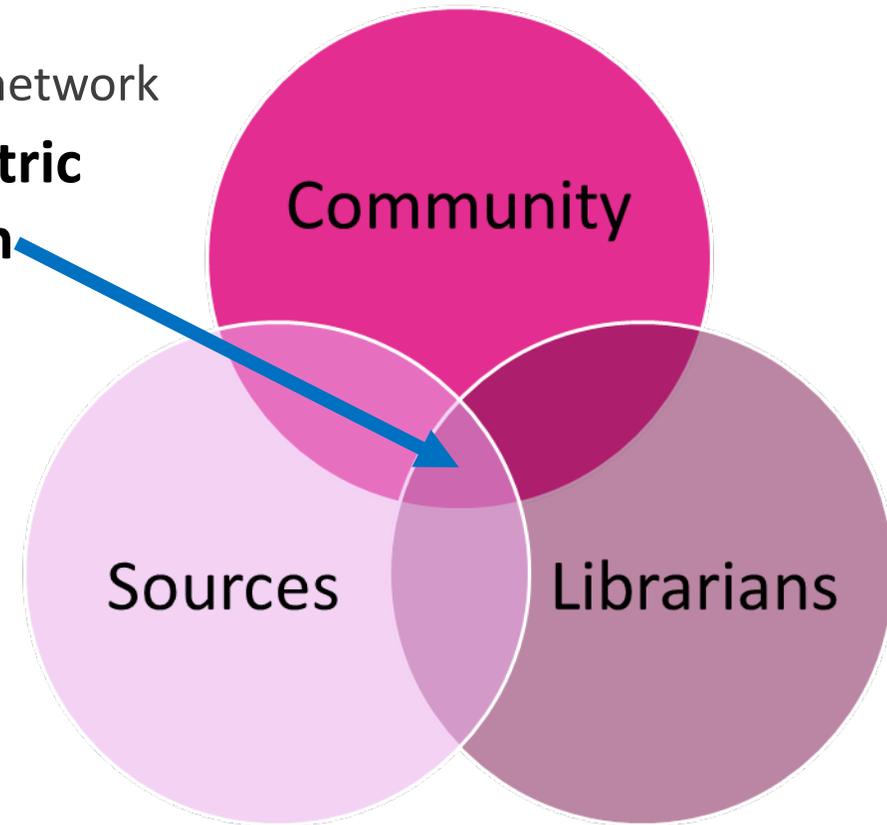


# Net-Centric Librarian

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- No longer a gatekeeper; in fact, no gates, instead a network
- It's always about the relationship
- Rules of the new game of library services
- Reference on the road
- "Pilot" forever
- Being persistent

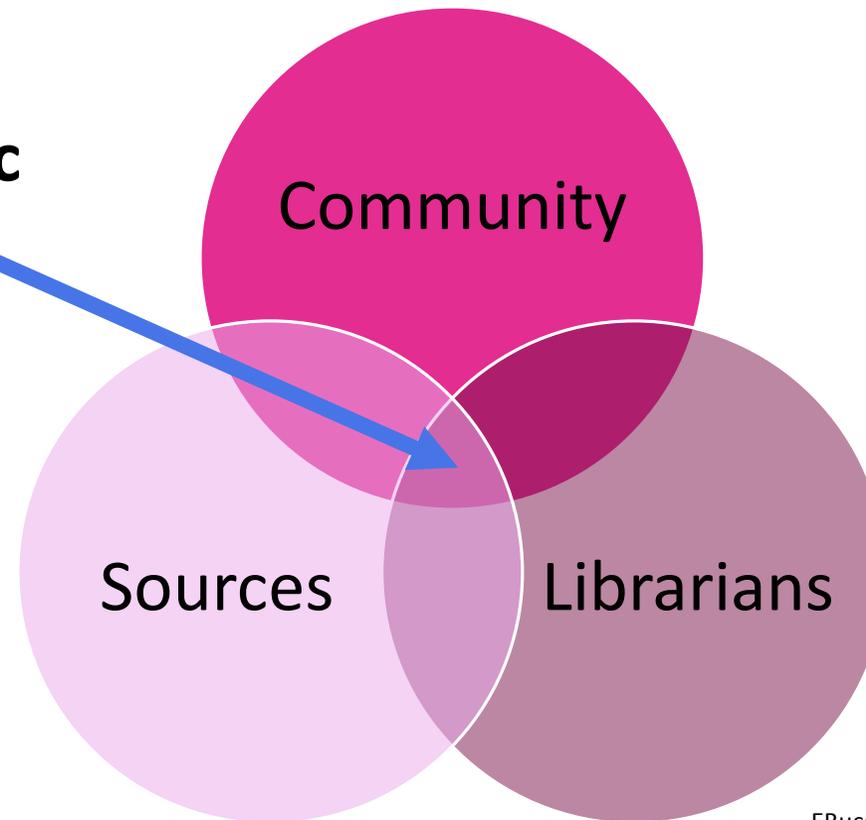
**Net-Centric Librarian**



# What's a Health Sciences Librarian to Do?

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**The Net-Centric Librarian**



EBucciarelli

# Personal Interest & Motivation

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EBucciarelli

- My Mother taught the family about health and medicine using clear, plain language, and the legacy continues
- Neighborhood nurse
- Family translator of health & medical information

# Collaboration Discussions

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- Energized from GMR NN/LM workshop
- Discussion with father-in-law to gauge interest
- Father-in-law did the same during other events
  - Attended some Eton Center activities polled the attendees to gauge their interest in the topic
    - Diseases & conditions
    - Medications
    - Determining web site authority
- Discussion with Dearborn Heights Eton Senior Citizen Program Coordinator
- Discussion with the Assistant Deputy for Parks & Recreation for the City of Dearborn Heights

# Planning

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- Begin with the very active Eton Senior Center
- Toured the presentation room ahead of time; language confusion
- Worked through technical issues
- Created a promotional flyer
- Flyer posted & distributed at both senior centers; placement on event calendar
- Demonstration & discussion; no hands-on paper handout
- Simple PP with embedded links for email distribution



# The Presentation & Content

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*“Finding Trustworthy Health Care Information  
on the Internet”, Feb. 17, 2014*

- Defined “health literacy” & discussed importance
- Legal warning
- Discussed ways to evaluate internet health information
- Demonstrated and explored trustworthy senior health care web sites
  - NIH Senior Health - <http://nihseniorhealth.gov/>
  - MedlinePlus - <https://www.nlm.nih.gov/medlineplus/>
- Open discussion – other health topics, other topics of interest
- Surveyed for other topics of interest

# Flipping the Model

## Empowering Patients to Ask Health Care Professionals to:

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- Slow down & spend time explaining
- Use plain, simple language (It's the law!)
- Use examples
- Limit the amount of information provided
- Show or draw pictures; use videos, pictures & send via apps
- Write down their questions & concerns
- Invite a family member or friend to accompany you
- Don't be ashamed of asking questions
- Ask me 4
- "Teach-Back" technique

# Changes for the Next Health Literacy Discussion

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- Additional Topics of Interest

- Safe use of medicines

- Drug Information

- Senior Fitness - *Go4Life* - <https://go4life.nia.nih.gov/>

- Senior Nutrition - *Go4Life* - <https://go4life.nia.nih.gov/>



Fda.gov

- Involve local public libraries

- *Health Happens in Libraries* from OCLC <https://www.webjunction.org/explore-topics/ehealth.html>

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