Health Literacy Course

Description: Healthcare professionals need to recognize that health literacy affects a patient’s ability to access health care services, understand health related information and follow health care instructions. To this extent this course will provide tools to improve communication strategies to increase staff awareness as they interact with patients. Communicating with patients is important to ensure patient safety and efficient use of time. The health care team will learn what it takes to achieve outstanding service excellence, the importance of listening to one another and maintaining a professional attitude. Please see next page side for Objectives and Content.

This continuing nurse education activity was approved by New Jersey State Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission On Accreditation. Approval Number: 7536 Sept 2014-Sept-2016 for 24.0 contact hours.

This program has been approved for Category I Continuing Education Credits for CHES by the Rutgers School of Public Health. The Rutgers SPH has been designated as a provider of continuing education in health education by the National Commission for Health Education Credentialing, Inc.

To determine eligibility, or to have this course held at your organization, please call:

Felicia Conte, Program Coordinator, at 848-932-7649
Email: conte@njaes.rutgers.edu

Seating is Limited
Please RSVP As Soon As Possible
### Health Literacy-24 Hours

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<th>Objectives</th>
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| Define the practical meaning of health literacy and how it impacts patients, providers, consumers and others across the healthcare spectrum. | • Define and understand why health literacy is important for every provider and patient  
• Recognize implications of low health literacy on patient understanding, health outcomes, and medical costs.  
• Identify strategies and techniques to increase communication and patient understanding. |
| Describe the connection, and the importance of coordinated care, the medical home and health literacy teams in the provision of quality health care. | • Patient Centered Medical Home Model  
• Health Literacy Universal Health Precautions  
• Path to Improvement  
• Forming a Team-who should participate  
• Assessing your Practice |
| Identify specific best practices to communicate health information more clearly. | • Basic, Practical & Crisis Communications Principles  
• Tips for Improving Spoken Communications  
• Visual Messages-Body Language  
• Active Listening  
• Communicating numerical health information  
• De-escalating confrontational situations  
• Team Building |
| Identify practical strategies for clearly communicating health information and concepts. | • The Teach-Back Method  
• Follow-Up with Patients  
• Telephone considerations  
• Motivational Interviewing techniques  
• Improving Written Correspondence |
| Identify and learn to apply practical strategies and skill sets to improve written and visual health communications within the healthcare setting. | • Enhancing the Patient Experience: Welcome, Healthful Attitude, Signs and More  
• Risk Communications concepts and how people receive health messages  
• Why visuals matter and can aid health communications  
• How to Address Language Differences  
• Tips for Designing Easy to Read Materials  
• How to Use Health Education materials effectively |
| Identify and learn to apply practical strategies and skill sets to improve self-management, empowerment of patients and supportive systems and community partners. | • Motivational interviewing and encouraging questions (ask me 3 framework)  
• How to develop and use the Action Plan  
• Patient adherence and compliance issues and the role of healthcare providers to improve adherence and accuracy  
• Brown Bag Medication Review  
• Techniques and tools to solicit patient feedback  
• Plan-Do-Study-Act Framework for continual quality improvement  
• Linking Patients to Non-Medical Support Systems  
• Partnering with health and literacy Resources in the Community |

These courses are made available through a NJ Department of Labor grant to healthcare professionals, who are employed by eligible organizations for no out-of-pocket expense to the attendee. Call to determine if your employer is eligible.

Felicia Conte, Program Coordinator 848-932-7649 or conte@njaes.rutgers.edu