

HEALTH LITERACY WORKSHOP

“You’ve been heard, but were you understood?”

Overview

Health Literacy refers to a person’s ability to access, understand and act on health related information. This is affected by an individual’s knowledge, skills, experience and beliefs. In addition, the complexity of the message and the health professional’s ability to communicate clearly are also important contributing factors.

Changes in population diversity, chronic disease prevalence and health care delivery all affect the productive interactions and relationships between individuals and their health care team. Everyone in the health care system has a responsibility to use effective communication skills in order to affect health outcomes.

Learning Objectives

By the end of the workshop participants will be able to:

- Define health literacy
- Identify prevalence and effects of low health literacy
- Understand their role and importance of communicating clearly
- Apply “Universal Precautions” in health communication

Offered in small group settings of 6-20 participants and in varying lengths, this interactive workshop gives participants tools and opportunities to practice skills and problem solve around barriers.

Why Health Literacy?

- 60% of adults have low health literacy skills including 88% of seniors.
- People with chronic disease spend on average 12 hours a year with a health care provider. The other 364 ½ days they manage on their own.
- 1 out of 3 patients do not understand the answers to their questions on discharge.
- Only 20% of health care professionals report using teach back to confirm understanding.

If you are interested in learning more about this FREE workshop or would like to hold a workshop within your organization, please contact us at:

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