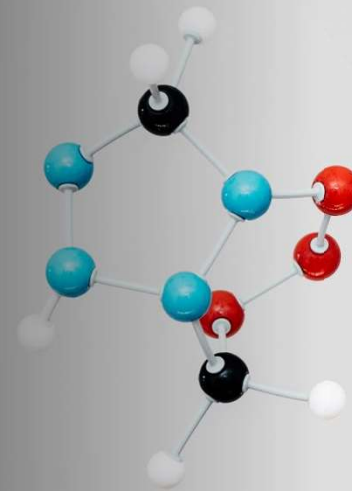




# Social Determinants of Health / Health Literacy

How they impact health of the individual and community



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**TEXAS DEPARTMENT OF AGRICULTURE**  
**COMMISSIONER SID MILLER**



## Learning Objectives

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- Understand MBQIP / Flex
- Define social determinants of health
- Identify possible social determinants of health in community
- Describe available community resources
- Define health literacy
- Identify factors that influence health literacy
- Describe strategies to improve health literacy in the hospital and community

MBQIP / Flex

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# Medicare Beneficiary Quality Improvement Program

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- Developed by Health Resources and Services Administration
- 45 participating states – over 1,300 critical access hospitals
- Focused on advancing healthcare quality in rural area
- Data collected in 4 domains
  - Patient safety / Inpatient
  - Outpatient Care
  - Patient Engagement
  - Care Transitions
- Flex program provides education, technical assistance, additional resources



# Healthcare Disparities

# “Healthcare Disparity”

- **“disparities are preventable differences in the burden of disease, injury, violence, or in opportunities to achieve optimal health experienced by socially disadvantaged racial, ethnic, and other population groups, and communities”**  
per CDC



# Identified Disparities

- Racial / ethnic
- Gender
- Economic
- Educational
- Cultural





Don't judge a book by its cover

68 yo white male.  
Successful business  
owner. History of  
multiple hospitalizations  
for heart disease.

46 yo Hispanic female.  
History of HTN, high  
cholesterol. Non-  
compliant with medical  
plan of care. Smoker



# Health Literacy

# Healthcare Literacy

- **Individual knowledge and ability to locate, understand information in order to make informed decisions regarding their healthcare**



# What impacts healthcare literacy?

Age



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graph TD; A[Age] --> B[Gender]; B --> C[Educational level / ability to adequately read]; C --> D[Economic background]; D --> E[Support system];
```

Gender

Educational level / ability to adequately read

Economic background

Support system

# Importance of addressing disparities

## Joint Commission - LD.04.03.08

- Critical Access guidelines for addressing disparities
- Addressing social needs – housing/transportation, food stability
- Action plan

## MBQIP – Proposed new measures

- Required measures will evaluate for disparity

**It is the right thing to do**

# When health literacy matters

Discharge	Understanding discharge instructions
Pharmacy	Understanding medication use
Complicance	Following through with plan of care
Follow Up	Navigating complex health systems
Checking In	Signing consent forms

# Impact to health

Poor management of conditions

Lack of follow up / failure to follow up

Improper use of medications

Increase risk of complications

Recurrent admissions

Poor quality of life

Resulting mental health issues





# Social Determinants of Health

# Social Determinants of Health

Personal circumstances that impact health and well-being

Extensive range of factors – yet separate from medical care or individual lifestyle choices

World Health Organization – “the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life”

# National Academy of Medicine

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10-20% of contributors to health  
outcomes are medical care itself

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80-90% of contributing factors are  
social determinants of health

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Social determinants of health have  
far greater impact to overall health  
of the individual.



# 5 Categories of Social Determinants of Health

## Healthcare

- Health literacy
- Access to primary care
- Health insurance coverage

## Economic Stability

- Employment status
- Stable food supply
- Stable housing

## Education

- Childhood development
- Highest level of education completed
- Language and literacy

# 5 Categories of Social Determinants of Health

## Social and Community Life

- Active in civic participation
- Incarceration
- Workplace conditions

## Neighborhood

- housing
- transportation
- healthy foods
- Water source
- Prevalence of crime and violence



# Healthcare

- 1 in 10 people do not have health insurance
  - No primary care for routine preventive medicine
  - Inconsistent care through use of ED medicine
- Geographic isolation from primary care
  - Simply live too far away to seek regular care
  - Fewer clinic or provider options making it difficult to get appointments

# Economic Stability

- 1 in 10 people live in poverty
- 6.6 Million people are unemployed
- Long-term unemployed account for 20.8% (jobless for 27 weeks or more)
- Another 5.8 million people not counted in unemployment numbers (not actively seeking employment or unavailable to take a job)



# Education

Access to quality education in early childhood can impact later living conditions

Early childhood education is essential for adequate social and mental development

Stress of economic difficulties and living conditions can impact growth and development and ability to succeed in school





## Social and Community Life

- Absent parents in the household
- bullying
- Incarceration
- Poor working conditions
- Relationships or interactions with family members or co-workers
  
- These can impact feelings of self-esteem, negatively impact health, and lead to feelings of loneliness, isolation or mental health issues such as depression.

# Neighborhood

- High rates of crime and violence
- Living in area with heavy environmental pollutants
- Contaminated drinking water
- Exposure to other factors such as secondhand smoke



How do these  
all come  
together?

Healthcare

Economic Stability

Education

Social/Community Life

Neighborhood

# Food Insecurity

Not having access to sufficient food

Not having access to quality foods

Food was

- Unavailable
- Unaffordable
- Unequally distributed among members of household

# Food and Agriculture Organization of the UN

## The Food Insecurity Experience Scale

Food insecurity is measured by the UN FAO based on household surveys that ask people eight questions on behaviors typical of someone experiencing food insecurity. This can be about poor access to a diet with sufficient quality or quantity.

Our World  
in Data

Level of food  
insecurity

**Mild food insecurity**  
Concerns about food

**Moderate food insecurity**  
Poor dietary quality  
Risk of micronutrient deficiencies

**Severe food insecurity**  
Insufficient quantity of food  
Risk of hunger



Typical  
behaviors

Worrying about the  
ability to obtain food

Compromising quality  
and variety of food

Reducing quantity,  
skipping meals

Experiencing  
physical hunger

# Housing Stability

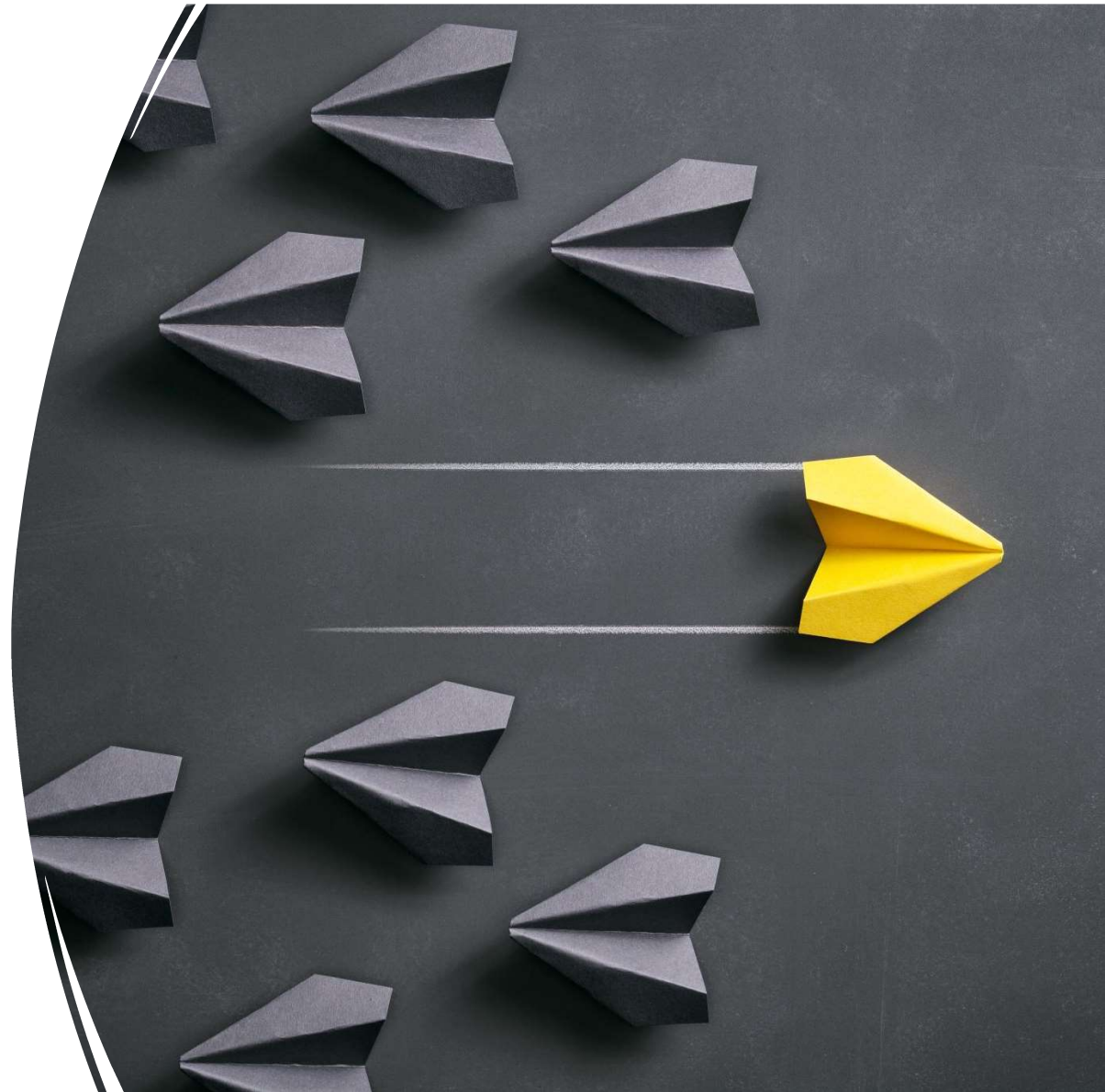
- Homelessness
- Difficulty paying rent
- Frequent moves
- Cost burden
- Overcrowding





# Transportation Needs

- Lack of personal transportation
- Lack of public transportation
- Lack of safe walking spaces
- Lack of specialized transportation for those with disabilities



# Utility Difficulties

- Almost half of household's report difficulty paying utility bills
  - Electric
  - Gas
  - Internet/Cable
- Rising cost of utilities
- Lack of financial resources for improvements





# Interpersonal Safety

Positive interpersonal relationships can:

- Reduce stress
- Promote mental wellness
- Promote physical healing



Lack of interpersonal safety:

- Increase stress
- Foster mental health issues such as depression / anxiety
- Result in physical injury or harm
- Lead to chronic health conditions



Everyone Has a  
Role

# Assessing and Identifying Low Health Literacy

- **Warning Signs:**
  - **Incomplete or inaccurate registration forms and other paperwork**
  - **Frequently missed appointments**
  - **Nonadherence with medications or assigned treatment programs**
  - **An inability to name their medications or explain why they are taking the medication**
  - **Lack of follow-through with laboratory tests or referrals**
  - **Struggle to provide a coherent, sequential medical history**
  - **Use statements such as “I forgot my reading glasses,” “I’ll read through this when I get home,” or “I’m too tired to read” when asked to discuss written material**



Health  
Literacy  
Strategies  
and Tools

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Plain Language

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Simple Key Messages

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Teach Back

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Chunk and Check

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Open-Ended Questions

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Patient Empowerment – Ask Me 3

# Why these Strategies and Tools?

Evidenced-Based

```
graph TD; A[Evidenced-Based] --> B[Improves patient understanding and comprehension]; B --> C[Improves patient compliance and follow through]; C --> D[Encourages action];
```

Improves patient understanding and comprehension

Improves patient compliance and follow through

Encourages action

# Get Comfortable With the Conversation

- Explain to patients and families why we ask questions
- Be compassionate to individual situations
- Learn how to ask questions
  - What's wrong with you? / What is your problem today?
  - What brings you in today? What has happened to you?



# Cultural Competency

- “...the ability of providers and organizations to effectively deliver health care services that meet the social, cultural, and linguistic needs of patients.”
- Provide effective interpreter services
- Incorporate culture-specific attitudes and values into health care delivery
- Include family and community members in health care decision making
- Provide linguistic competency that extends beyond the clinical encounter to the appointment desk, advice lines, medical billing, and other written materials

# Provide Understandable Information

More than half of US adults have limited reading skills

Most health materials are written at or above 10<sup>th</sup> grade level

Clear organization of information

Use plain, clear language and content that is relevant to audience

Use simple layout and design techniques to facilitate reading and comprehension





## Ask questions

- Talk to your quality leader!!!
- Offer ideas / suggestions
- Get involved in QI activities
- Seek more education / understanding on disparities and healthcare literacy
- Be a part of the solution!!!!



Questions???

# Upcoming Events

- **July 31 – Basics of Quality Improvement**
- **Aug 7 – Healthcare Mistakes and Their Impact**
- **Aug 14 – Trauma Informed Care**
- **Aug 21 – Workplace Violence**



# Who To Contact

- **Have Questions???**
  - **Sheila Dolbow, MSN, RN, CFN, CPHQ**
  - Quality Improvement Manager
  - Texas Hospital Association Foundation
  - 512-970-9829 / [sdolbow@tha.org](mailto:sdolbow@tha.org)

THANK YOU  
FOR JOINING  
US!!!

