



# Excuse Me, Do You Speak Medicalese?

What RTs Need To Know To Communicate Effectively  
with Patients

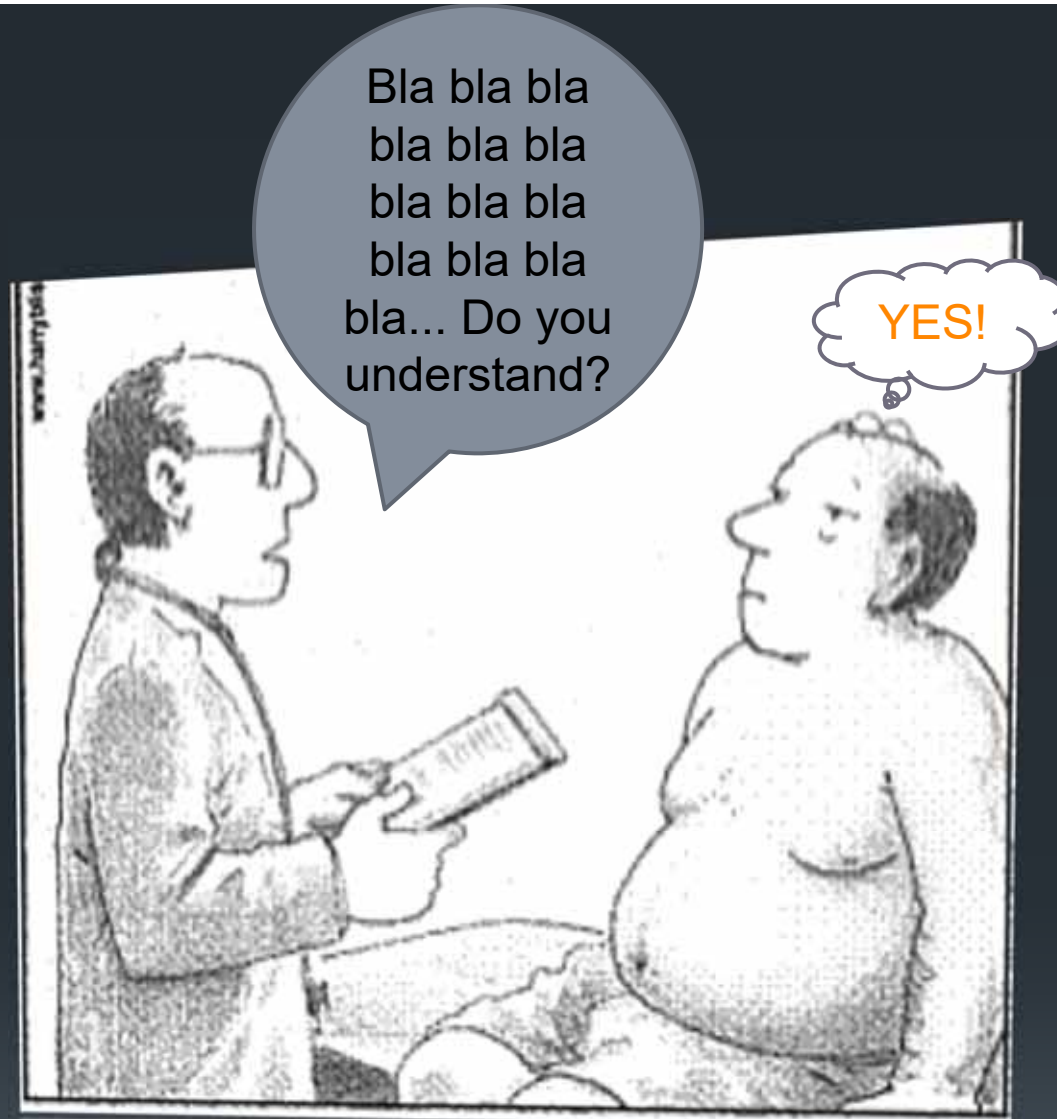
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# Learning Objectives

- Define health literacy and understand how it applies to Respiratory Care.
- Identify factors that influence health literacy and recognize who is affected by how we communicate health information.

## What is Health Literacy?



"Well, yes, I suppose I could explain the test results in 'plain English'---but then you'd know how sick you are."



# Health Literacy

- American Medical Association defines health literacy as the ability to read, understand, and use health information to make appropriate health care decisions and following instructions regarding treatment.

**So what's the problem?**

# Again We Ask... What's the Da'gum Problem?

NDC 0173-0696-00 **250/50**  
**ADVAIR DISKUS<sup>®</sup> 250/50**  
 (fluticasone propionate 250 mcg and salmeterol<sup>\*</sup> 50 mcg inhalation powder)  
 Rx only  
**FOR ORAL INHALATION ONLY**  
 \*Each blister contains 250 mcg of fluticasone propionate and 72.5 mcg of salmeterol xinafoate, equivalent to 50 mcg of salmeterol base, with lactose.  
**IMPORTANT:** Read the accompanying Medication Guide leaflet carefully for further information.  
 Discard the Diskus<sup>®</sup> 1 month after removal from the overwrap. Fill in the dates on the Diskus<sup>®</sup> appropriately.

**O/P AREA**

**Usage:** Use only as directed by your doctor.  
 Store at controlled room temperature (see USP), 20° to 25°C (68° to 77°F) in a dry place away from direct heat or sunlight.

1 Diskus<sup>®</sup> Inhalation Device  
 Containing 1 Foil Strip of 60 Blisters

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**52959-978-01**      RX Only: #XXXXXXX      #XXX

**PRO AIR HFA INHAL.ALBUT. KIT**

Lot #: PAA03TV  
 Mfg: TEVA PHARM  
 Exp: 07/10      Compare to: Pro Air HFA In  
 Mfg Ireland      Mfg. NDC: 59310-579-20  
 Loc.:      Pill ID: Inhaler

CAUTION: Federal law PROHIBITS the transfer of this drug to anyone other than the person to whom prescribed and prohibits dispensing without a prescription unless OTC. See outsert for add'l RX info KEEP OUT OF REACH OF CHILDREN. Store in a cool dry place 68 to 77 degrees F.

Take as directed by your Doctor or  
 See outsert for usual dosage information

PRO AIR HFA INHAL.ALBUT. KIT  
 52959-978-01      Qty 8.5gm  
 07/10      Lot PAA03TV  
 Pro Air HFA In      59310-579-20

PRO AIR HFA INHAL.ALBUT. KIT  
 52959-978-01      Qty 8.5gm  
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PRO AIR HFA INHAL.ALBUT. KIT  
 52959-978-01      Qty 8.5gm  
 07/10      Lot PAA03TV  
 Pro Air HFA In      59310-579-20

Repack: HU Harkins Co., Inc. Nipomo, CA 93444  
 Dispense in tight, child & light-resistant container per USP



## Consider this...


- Almost 50% of US adults have trouble using written instructions to accomplish everyday tasks, such as taking medications at the right time.
- Nearly 3000 deaths that occur each year are attributed to poor communication.
- 75% of Americans who reported illness lasting longer than 6 months have limited health literacy skills.


# System Factors:

- Medical Terminology
- Regulations on financing and delivery of services
- Insurance plans coverage
- Regulations on privacy and consent forms
- Medical uncertainty
- Time constraints
- Provider bias, communication skills, and language/cultural barriers

Sign Here  
Please...

Read All of This...



 **Montclair Breast Center MRI**  
37 North Fullerton Avenue  
Montclair, NJ 07042  
(973) 746-5531  
Fax: (973) 509-2031  
www.montclairbreastcenter.com

**INFORMED  
PATIENT CONSENT FORM  
FOR CORE BIOPSY**

Patient's Name \_\_\_\_\_ Age \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_  
Physician(s) Performing Core Breast Biopsy \_\_\_\_\_  
Procedure : Core Biopsy of \_\_\_\_\_ breast  
Have you taken aspirin within 7 days?  Yes  No  
**If yes, please inform us before having procedure done.**

Thank you for entrusting us with your health care. This is an "Informed Consent Form." Its purpose is to inform you about core breast biopsy, which physician(s) has recommended you undergo. You should read this form carefully and ask any questions before you decide whether or not to give your consent for this procedure.

- PURPOSE OF THIS PROCEDURE:** The purpose of core breast biopsy is to obtain a small quantity of tissue in the precise location of your breast where there is an abnormality. The ultrasound may or may not be used to localize the abnormality. After numbing the skin with a local anesthetic, a biopsy needle is then placed into the abnormality through a small skin nick, obtaining a sample of tissue, which can then be microscopically analyzed. In order to obtain a satisfactory quantity of tissue for analysis, the needle will be passed three to five times into the abnormality through the same skin nick. A tiny titanium clip will be left at the site of the biopsy. You will leave the office with a dressing and ACE bandage on your breast.
- BENEFITS:** Core breast biopsy is a way to obtain a tissue specimen satisfactory for microscopic analysis. The results from this biopsy should be adequate to provide your doctors with the information they need to make recommendations regarding your care. There is a small chance, however, that the tissue obtained in this manner may be insufficient to provide a conclusive diagnosis. In this instance, you may have to undergo surgical biopsy or your doctor may recommend that your breast abnormality be closely followed with physical examination, self breast examination, and/or mammography.
- RISKS:** The main risk of core breast biopsy is localized bleeding in the breast as a result of placement of the needle. This bleeding may cause minor discomfort and may cause your breast to be bruised for a few days. In extremely rare circumstances (less than 1%), this bleeding is severe enough to require further care. If you have a history of excessive bleeding, or if you are receiving medication that might increase your risk of bleeding (such as aspirin, Coumadin, or heparin), you must notify the physician performing the procedure. Though this procedure is performed with "sterile technique," infection of the breast may occur in extremely rare circumstances, requiring treatment with antibiotics.
- ALLERGIES:** You must notify the physician performing this procedure if you have any allergies or a history of adverse reaction to medication.
- ALTERNATIVES:** The alternative to core breast biopsy is surgical biopsy. Surgery may be necessary in the event of an indeterminate core breast result.

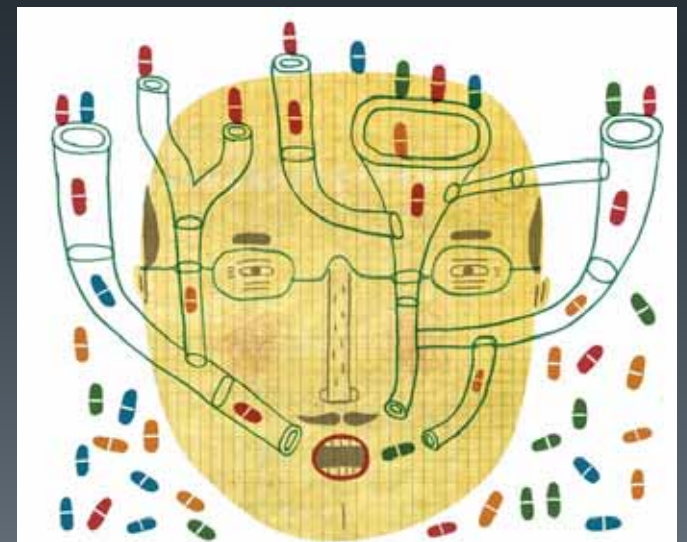
Your signature on this form indicates (1) that you have read and understand the information provided in this form, (2) that you have been verbally informed about this procedure by the physician, (3) that you have had a chance to ask questions, (4) that you have received all of the information you desire concerning the procedure, and (5) that you authorize and consent to the performance of the procedure.

Patient's Signature \_\_\_\_\_ Date \_\_\_\_\_  
Signature of other responsible person \_\_\_\_\_ Relationship \_\_\_\_\_  
Witness \_\_\_\_\_ Time \_\_\_\_\_  
Signature of Responsible Physician \_\_\_\_\_



# Quicker and Sicker

- COPD exacerbation: average stay 5 days.
- Acute MI: average stay 4 days.
- Congestive Heart Failure: average stay 6 days.
- Patients go home “quicker and sicker” with more health care responsibilities at home.
- Prescribed medical treatment more complicated.



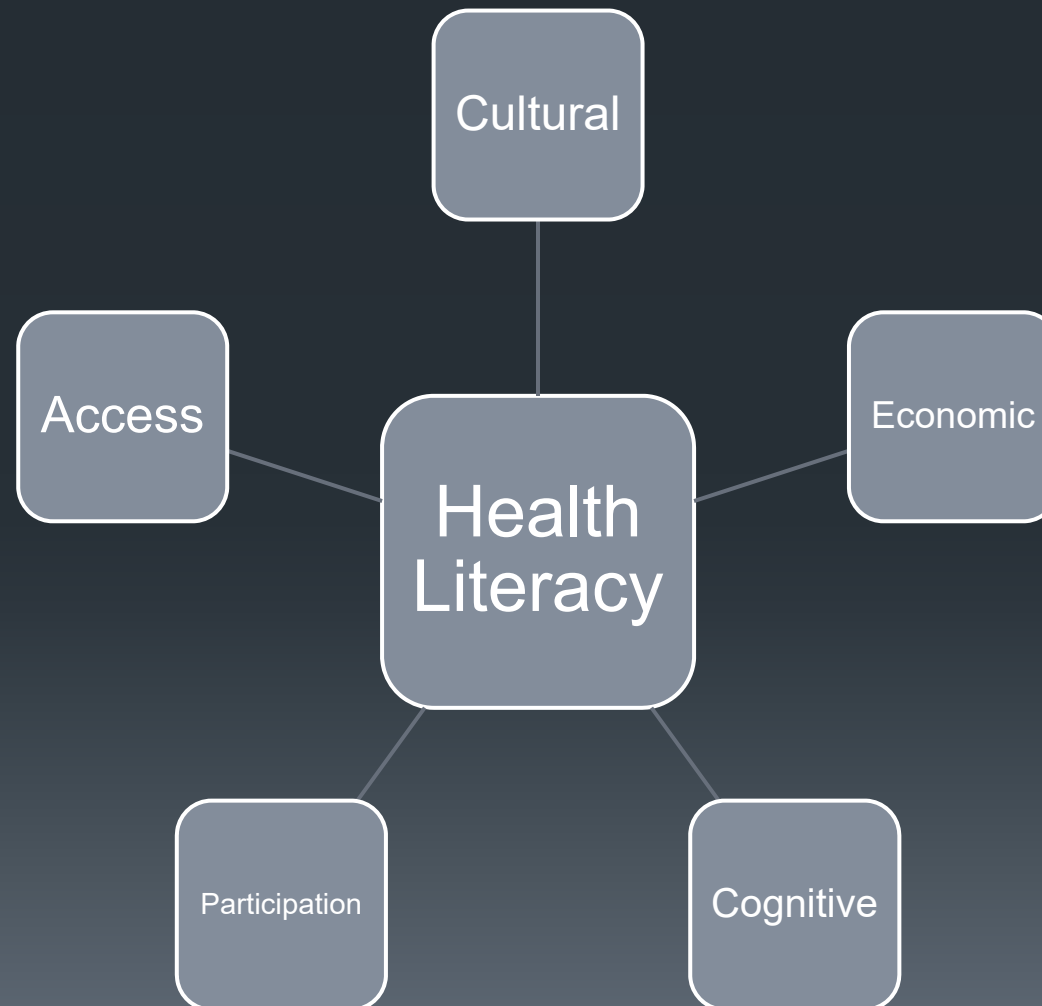




## Case Study:

- Mr. Jones is a 56 year old male who has had 11 ED visits and 5 hospital admissions in the last 12 months, all of which are attributed to COPD, stage III (Gold Standard). At each visit to the ED, Mr. Jones received standard pharmacological treatment and was discharged to home with no additional services. The length of stay for each hospital admission was 1 day. At each discharge, he was provided with prescriptions for antibiotics and bronchodilators, and given a pamphlet on “How to Manage COPD.”

# Factors Influencing Health Literacy



# What is the Solution?

Slow down

Use Plain Language

Show or draw pictures

Limit the information provided

Repeat information

Easy-to-Read

Open and Shame-free

# You are the RT called to the bedside of Mr. Jones upon discharge...

- 1. Give the most important information first
- 2. Limit the number of messages
- 3. Tell Mr. Jones what he needs to do
- 4. Tell Mr. Jones what he will gain from understanding and using the materials given upon discharge.
- 5. Choose your words carefully
  - Keep is short
  - Communicate in conversational style
  - Limit use of jargon, technical, or scientific language
  - Choose words with a single definition or connotation
  - Be consistent with word use
- 6. Visuals help tell your story
- 7. Consider culture- translations take your message further

# Discharge Instructions:

MEDICAL CENTER

NAME \_\_\_\_\_ AGE \_\_\_\_\_  
ADDRESS \_\_\_\_\_ DATE \_\_\_\_\_

Rx

*health literacy*

LABEL  
REFILL 0 1 2 3 4

\_\_\_\_\_  
SIGNATURE

## Any Questions?