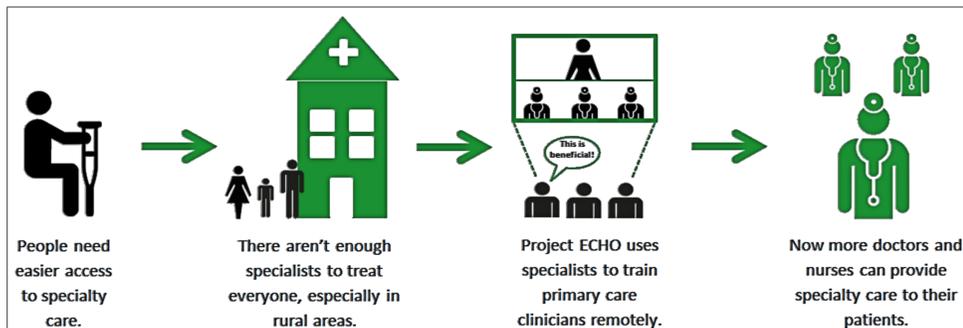


Background

Show-Me ECHO (Extension for Community Healthcare Outcomes) program uses videoconferencing technology and telehealth to connect teams of interdisciplinary experts with primary care providers around Missouri. The discussions with, and mentoring from, specialists help prepare primary care providers to give their patients the right care, in the right place, at the right time.

ECHO Process



Health Literacy and Show-Me ECHO

The Center for Health Policy, at the University of Missouri is integrating health literacy principles with the ECHO model to synergize and focus communication and clarity of the telehealth sessions.

As an integrated component of the Show-Me ECHO structure and operations, health literacy programs and services are provided with the intent to improve communication and overall effectiveness of each of the seven individual ECHOs, which currently focus on:

- Autism
- Hepatitis C
- Dermatology
- Endocrinology
- Chronic Pain
- Child Psychiatry
- Asthma

Health Literacy Programs and Services

Plain Language Strategies

Teach Back Implementation

Brown Bag Medication Reviews

Disease-Specific Analogies

15 Minute Didactics

- Introduction to health literacy
- Strategies for clear communication
- The teach-back method
- Create a health literacy improvement plan
- Brown Bag medicine reviews
- Use health education materials effectively

Results

Each ECHO telehealth clinic is unique and has specific health literacy needs, both from the specialty teams and individual primary care provider participants.

The evaluation component of the ECHO program includes pre and post survey questions related to health literacy uptake, and provider self-efficacy in using health literacy universal precautions. While results from these surveys are not currently available, our hypothesis is that educating primary care providers in Missouri about the role health literacy plays patient-provider interactions will help them identify and address patient communication barriers.

Conclusions

Show-Me ECHO has the potential to make a real difference in the way health care is provided in Missouri and by incorporating health literacy in the program, more providers will be able to learn about health literacy, to integrate health literacy principles and techniques into their practice to improve communication with patients and increase patient understanding.

