



“What to Do When Your Child Gets Sick” Book Combined Projects Report

Abstract:

Health Literacy Wisconsin, a division of Wisconsin Literacy, Inc, has participated in two projects related to the “What to Do When Your Child Gets Sick” book. The first project was a collaboration with Indianhead Community Action Agency (ICAA), Health Literacy Wisconsin (HLI) and the NW WI Area Health Education Centers. The second project was a collaboration between ICAA, Health Literacy Wisconsin and Security Health Plan. The projects consisted of 7 train the trainer workshops for Head Start instructors, Eau Claire Family Resource Center home visitors and Childcare Providers in counties located in NW WI. A total of 1903 of the IHA’s book “What to Do When Your Child Gets Sick” were distributed to parents. The workshops included information about understanding literacy and health literacy, adult learning theory, red flags for literacy issues, strategies for addressing health literacy and training on how to use the, “*What To Do When Your Child Gets Sick*” book. Surveys were conducted 2-3 months post distribution of the books.

Major Findings:

While all information collected was self reported by parents, the following findings were of significance:

- The “What to Do When Your Child Gets Sick” book empowered parents to deal with a health problem at home instead of either calling a hospital or clinic, or visiting an Emergency Room (ER) or Urgent Care (UC).
- The book was especially useful for parents with Medical Assistance and those with no insurance.
- How the book is introduced to parents directly affects how much the book is used.
- Train the trainer workshops achieved the goal of increasing participant’s knowledge about literacy, health literacy and the book.
- For every dollar spent on the projects, approximately \$1.50 was saved in healthcare usage.

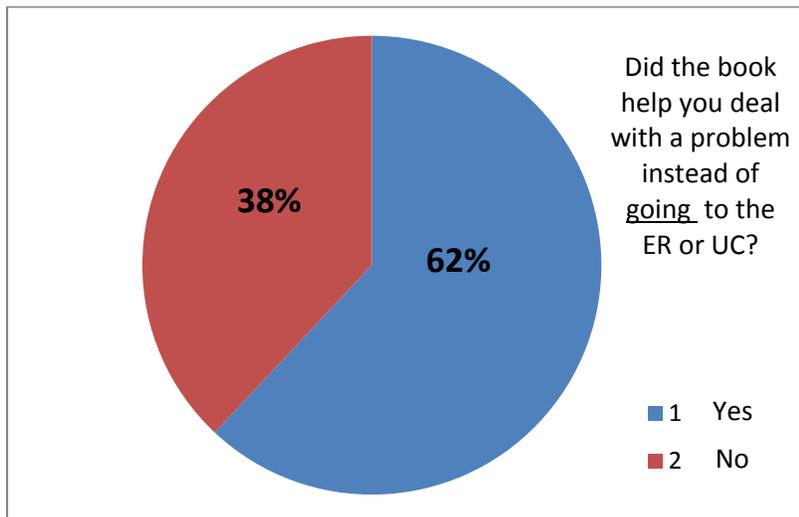
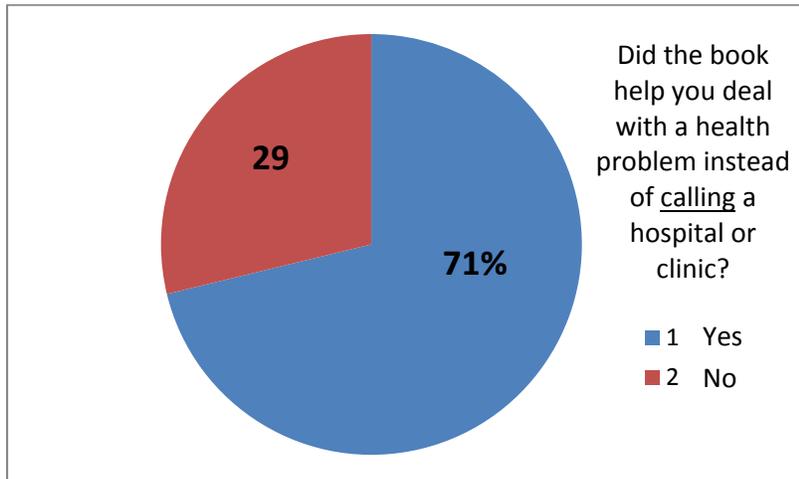
Data Collection and Results:

There were 92 participants in the 7 workshops. Pre and Post tests were conducted with the workshops and included 5 health literacy knowledge questions and results revealed an increase of 40% in correct responses from 44% correct answers on pre-test to 80% correct on post-test. In rating the quality of the workshops, questions were phrased slightly differently from one project to the next; however 91% of participants in the first workshops found the information “very helpful”. The second project had results of 82% of participants rated the workshops as “excellent” with an additional 15% rating them as “very good”.

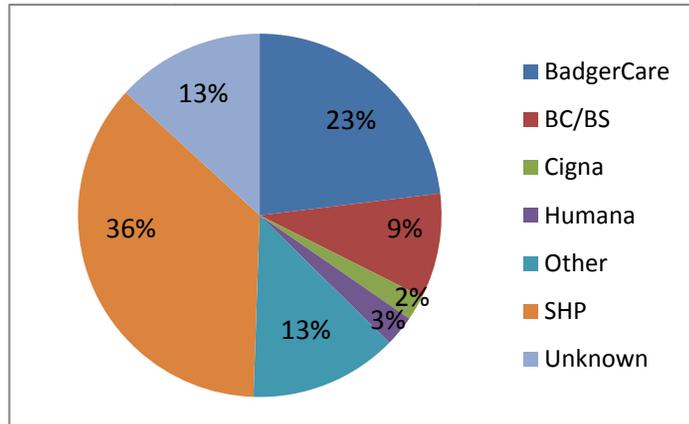
Surveys on the usefulness of the books were conducted 2-3 months after the books were distributed to parents. Surveys were collected from 643 parents that indicated that they had a total of 1090 children. While some questions were different from the first project to the second due to the nature of information that would be useful for the partners, a number of questions got at the same information. The most frequently viewed chapters that relate to specific parts of the body were “Your Child’s Ears and Nose” followed by “Your Child’s Mouth and Throat”.

Perhaps the most significant finding on the surveys was the information on whether the book helped parents deal with a health problem at home instead of either calling a hospital or clinic, or visiting an Emergency Room (ER) or Urgent Care (UC).

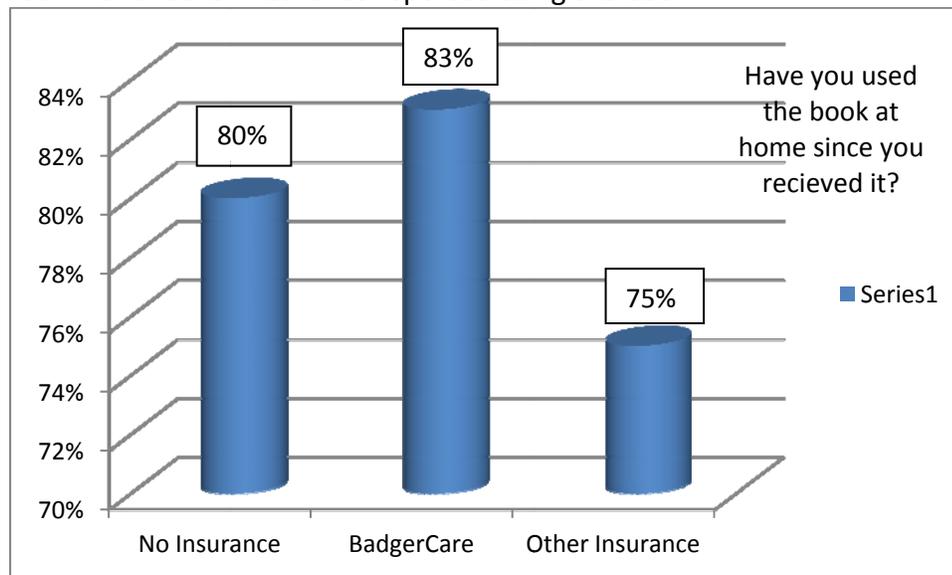
- Of the 507 people who responded to the question about calling, 361 or 71% reported that the book helped prevent a call.
- Of the 529 who responded to the question about going to the ER or UC, 328 or 62% reported that it helped them avoid going to the ER or UC.



The second project collected information related to the insurance carrier that the parents reported. The Medical Assistance program for children in Wisconsin is called BadgerCare. Security Health Plan (SHP) is also a carrier for BadgerCare. Therefore some of the parents who reported having SHP (36%) may also have been a part of BadgerCare (23%). Some parents did not know the name of their insurance carriers (13%).

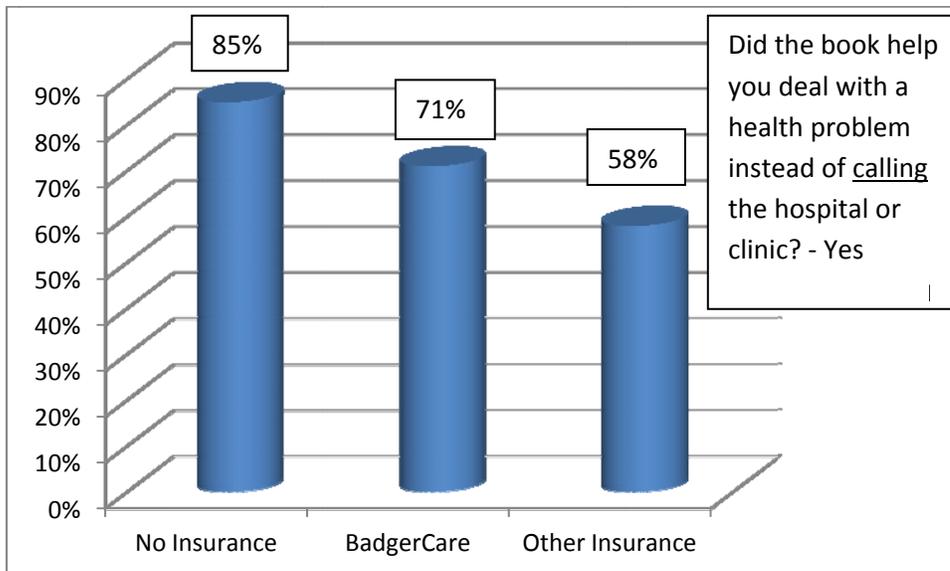


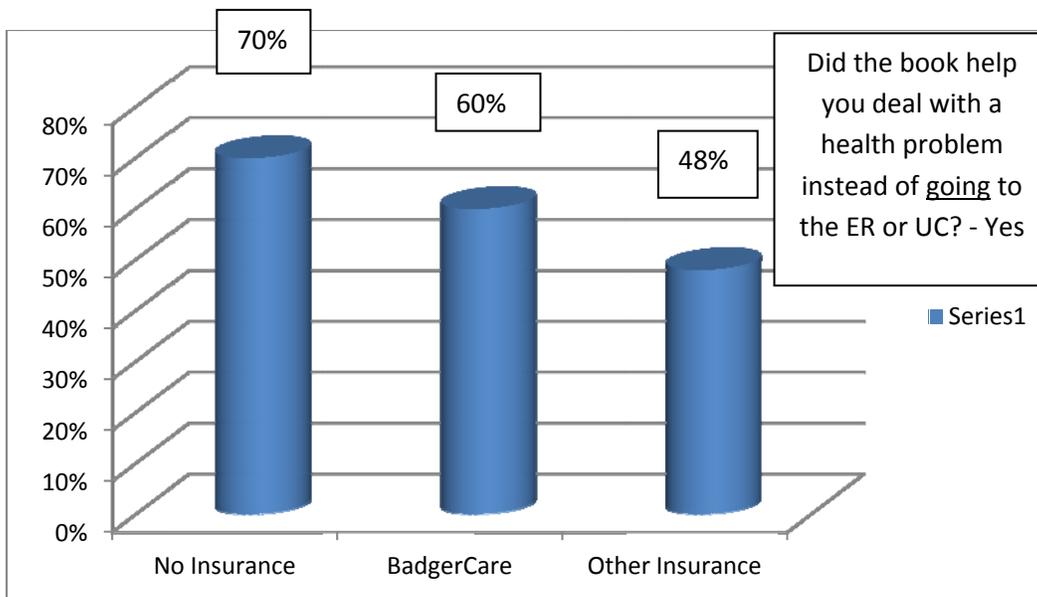
- Those parents who reported having BadgerCare (42) used the book more often than those reporting having no insurance (20) or specific other carrier (116).
 - 83% with BadgerCare reported using the book
 - 80% with no insurance reported using the book
 - 75% with another insurance reported using the book



- Those with **no** insurance referred to the book more often than those with Badger Care or another insurance.
 - No Insurance
 - 1-2 times – 31%
 - 3-5 times – 56%

- BadgerCare
 - 1-2 times – 40%
 - 3-5 times – 38%
 - Another insurance
 - 1-2 times – 44%
 - 3-5 times – 22%
- The majority of all parents who did not use the book reported that it was because either they had other resources to use or their children had been healthy and they did not need to use it.
 - I use other resources (e.g. websites) to get my information = 34%
 - My kids have been healthy since getting the book = 64%
 - More parents with **no** insurance reported that the book helped them deal with a health problem instead of either calling a hospital or clinic or going to the Emergency Room or Urgent Care and those with BadgerCare reported less use of calling or going than those reporting a specific health insurance carrier.
 - No Insurance
 - 85% did not call
 - 70% did not go
 - BadgerCare
 - 71% did not call
 - 60% did not go
 - Another Insurance
 - 58% did not call
 - 48% did not go





A significant finding in the first workshops was a correlation between use of the book and how it was distributed. That project had the books introduced individually to parents as well as in a group workshop setting. Some parents were also simply “handed” the books without an introduction. The book was used significantly more often when individually introduced to the parents. The workshops for the second project emphasized the importance of introducing the books to parents and all except one agency did introduce the book individually to parents. One agency did a group introduction and the surveys showed that this subset of parents found that the book did not keep them from calling or going to a healthcare provider as much as the group as a whole that did individual introductions.

- Did the book help you deal with a health problem instead of calling the hospital or clinic? – Yes
 - 57 % with group introduction
 - 64% with individual introduction
- Did the book help you deal with a health problem instead of going to ER or UC? – Yes
 - 38% with group introduction
 - 55% with individual introduction

Conclusions:

The use of the book “What to Do When Your Child Gets Sick” clearly correlates with a reduction in the need for healthcare usage. Empowering parents to use this resource at home results in a significant savings in healthcare dollars and analysis related to those with either a state funded program such as BadgerCare or those with no insurance showed even greater benefits. Therefore, the costs of unnecessary calls or visits to the healthcare system, to the taxpayer and general public, can be reduced through distribution of this book to parents. The duration of the tracking of data via the survey is only 2-4 months. It is anticipated that the books will be used

many more times by the parents. This leads to the conclusion that the savings to the healthcare system as a result of distribution of the “What to Do When Your Child Gets Sick” is significant and further distribution of books should be pursued. It must also be emphasized that how the book is introduced to parents greatly influences its effectiveness. Individual introduction of the book to parents results in significantly more effective use of the book.

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