

Identifying Opportunities for Training on Health Literacy for Busy Staff



THE UNIVERSITY OF
CHICAGO
MEDICINE

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Background

The University of Chicago Medicine (UCM) is a major academic medical center located on the south-side of Chicago.

UCM began the journey toward becoming a more health literate organization in 2013 with a leadership retreat on cultural competence and an organizational assessment in 2014 that showed several opportunities for improvement related to health literacy.

A multidisciplinary steering committee adopted the National Culturally and Linguistically Appropriate Services Standards and has launched an ambitious 18-hour course to train clinicians in cultural competence skills including health literacy.

Aims

The UCM strives to provide patient-centered care for a diverse patient population.

Meeting the health literacy needs of our patients can help us reach goals for:

- increased patient satisfaction
- improved patient outcomes
- meeting regulatory requirements
- reducing readmissions

Providing training for our 1800 nurses is key to achieving organizational health literacy goals.

Design new training methods that fit into busy clinical schedules.

Challenges of Training for Front Line Nursing Staff

Limited funding for staff time:

- Staff professional development time is a valuable resource

Competing training priorities:

- Specialty training for certification
- Continuing education requirements for licensure
- Unit-based and other organizational initiatives

Course is time intensive:

- 6, 3-hour sessions spread out over several months

Schedule and location inconvenient:

- Traditional daytime course schedule not accessible to night shift staff
- Main campus location not convenient for staff working off-site

Acknowledgements

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Strategies for Success

Offer credit where credit is due!

- UCM Provider Unit awards up to 16 Nursing Contact Hours for completing course
- Meets staff's licensure continuing education requirements
- Staff can use professional development time to complete course

Timing is everything!

- Evening training provided for night shift staff

Make it convenient!

- Targeted topic, on-unit training is convenient time and location for staff
- Offer accelerated training over 3 days to a whole department

Make it a team effort!

- Incorporate tailored content into other existing training sessions:
 - New nurse orientation class
 - Charge nurse class
 - Ambulatory orientation class
 - Nurse residency class
 - Preceptor class
 - Graduate student project

Core Content

- Health literacy statistics in U.S.
- Best practice for patient education
- Clear communication strategies
 - Plain language
 - Open-ended questions
 - Teach back
- Use of Interpreters and Translation

Implications

Health literacy staff training can impact patients across the care continuum in all settings at the University of Chicago Medicine.

Currently 40-50 new staff per month are trained in orientation sessions and 80-100 staff and leaders annually in the 18hour comprehensive course.

Selected References

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