

HEALTH LITERACY IN PRACTICE

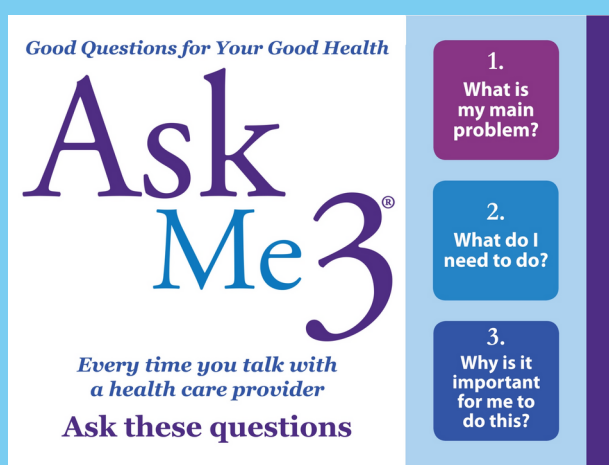


Tools to help ...

IF YOU ARE RECEIVING CARE ...

- Before your conversation, write down any concerns or issues you want to discuss.
- During your conversation, ask questions if you don't understand a term or concept that has been used

Try to remember to use the **ASK ME 3** approach during every conversation to make sure you fully understand what is being discussed



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IF YOU ARE DELIVERING CARE ...

Firstly, it is important that you establish a warm, friendly, sympathetic and empathetic environment. This makes sure that everyone is comfortable

Secondly, try to make your interaction a conversation that involves the individual receiving care

There are two top tips to make this happen ...

TOP TIP ONE: USING PLAIN ENGLISH

Plain English means:

- thinking about your audience
- writing and speaking accurately and clearly
- avoiding jargon, using simple language

Think about the words you use. For example:

Instead of: administer	Benign	Dosage
Consider: Give	Harmless	How to take



TOP TIP TWO: USE THE TEACH-BACK METHOD

This is a simple way to assess and confirm that people understand what you have told them.

Simply ask them one or two questions to find out if they can repeat the information you have told them. The process is straightforward:

- Firstly, you provide information
- Then, you assess the individual's understanding by asking questions
- Clarify the individual's understanding if necessary
- Finally, you are able to confirm the individual's understanding as accurate



FOR MORE INFORMATION AND RESOURCES
ON HEALTH LITERACY PLEASE SEE:
WWW.BELFASTHEALTHYCITIES.COM