



PROJECT TITLE: An Intervention to Address Health Literacy Barriers, Increase Patient Engagement, & Improve Patient Experience & Outcomes

PROPOSAL NUMBER: Access2 | PI: Weech-Maldonado, Borkowski, and Lord

RESEARCH THEME: Access to Care

BUDGET: \$40,000 | MULTI-UNIVERSITY PROJECT: YES | PROJECT YEAR: 1

DESCRIPTION:

Value-based reimbursement in health care has resulted in an increasing focus on patient engagement as a mechanism to improve post-acute care outcomes, particularly in reducing readmissions. However, health system strategies aimed at increasing patient engagement should account for health literacy and generational differences. Strategies that may work with a high literacy population may not be as effective among a population with low literacy.

HOW THIS IS DIFFERENT THAN RELATED RESEARCH:

There has been limited research on the effectiveness of health literacy interventions in improving patient engagement and health outcomes, particularly in the home health context. This is a two-phase project. During the current first phase, we are conducting a literature review to identify best practices/strategies in addressing health literacy barriers in a home health environment with the ultimate goals of improving patient engagement and reducing hospital readmissions. We are proposing a second phase, which will consist of a pilot intervention Ask Me 3® in a home health setting. Ask Me 3® is an educational program that encourages patients and families to ask three specific questions of their providers to better understand their health conditions and what they need to do to stay healthy: (1) what is my main problem?; (2) what do I need to do?; and (3) why is it important for me to do this?

EXPERIMENTAL PLAN:

A pre-post experimental design: select two comparable health agency sites in the Birmingham metro area. In the experimental site, nurses will receive training on Ask Me 3® and patient data on health literacy. A second site will serve as a control group, with nurses providing usual care. We will compare the intervention and control sites in terms of pre-post patient outcomes, such as patient engagement, patient experience, and readmissions.

EXPECTED MILESTONES:

Obtain IRB approval and finalize intervention	Months 1-3
Collect baseline data	Months 4-5
Implement intervention	Months 6-7
Collect post-intervention data	Months 8-9
Data analysis	Months 10-11
Final report	Month 12

BENEFITS TO INDUSTRY:

This pilot project will provide the foundation for future interventions of health system strategies to address barriers related to health literacy, increase patient engagement, and improve patient outcomes.

EXPECTED DELIVERABLES:

A final report outlining the findings of the pilot project.