# IP2022 Conversation Circle

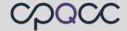
# The Importance of Health Literacy & Parent Education in the NICU

June 7, 2022 12pm – 1pm PST



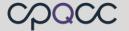
# **Meeting Logistics**

- Participants are automatically muted upon entry
- Feel free to unmute and ask questions or utilize the chat function to submit questions you have for the presenters
- The **slides and recording** will be posted to the CPQCC website following today's session
- Please send a private chat message to **Janine Bohnert** if you are having technical difficulties



# **CPQCC** Webinar Agenda

TIME	TOPIC	SPEAKER
12:00 – 12:05pm	Welcome & Introductions Jamboard Question	Ashwini Lakshmanan, MD, MS, MPH
12:05 – 12:20pm	Health literacy through a health equity lens	Lee Sanders, MD, MPH
12:20 – 12:32pm	Parent education through the lens of Adult Learning Theory	Tanya Hatfield, MSN, RNC-NIC, C-ELBW
12:32 – 12:57pm	Q&A Panel Discussion Moderated by Ashwini Lakshmanan, MD, MS, MPH	Panelists Carmin Powell, MD Lee Sanders, MD, MPH Tanya Hatfield, MSN, RNC-NIC, C-ELBW
12:57 – 1:00pm	Large Group Sharing & Closing Jamboard Question	Ashwini Lakshmanan, MD, MS, MPH



## Introductions

# Planning Committee

Ashwini Lakshmanan, MD, MS, MPH – Children's Hospital Los Angeles

Courtney Breault, MSN, RN, CPHQ - CPQCC

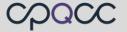
Janine Bohnert, BS – CPQCC

Tanya Hatfield, MSN, RNC-NIC, C-ELBW – University of California San Francisco

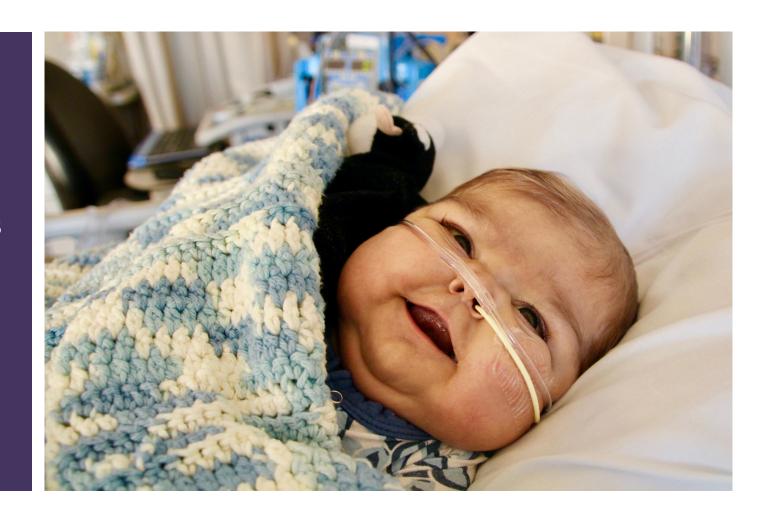
#### **Additional Facilitators**

Carmin Powell, MD – Watsonville Community Hospital

Lee Sanders, MD, MPH – Stanford Pediatrics

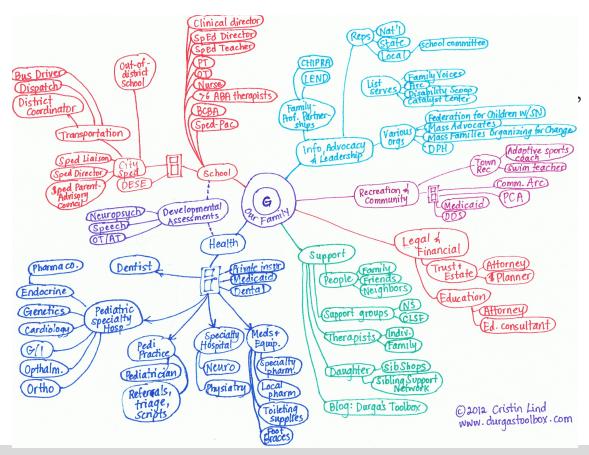


This Session is Dedicated to Micah





# **One Family**



Essential Question: What care system do we need, in order to meet everyone's health needs?





# One Task

Your child has an ear infection, and your doctor gives you this

prescription. How much medicine you would administer for one dose? MEDICAL CENTER EAST PHARMACY Rx# 5392877 MUST BE FINISHED. GIVE 2.5ML BY MOUTH 3 TIMES DAILY FOR 10 DAYS ///DISCARD INUSED PORTION ///AFTER 14 DAYS 150 AMOXIL 250/5ML SUS SKBM no refills allowed 539287700 california perinatal quality care collaborative

Among parents of young children, about what percent answer this question incorrectly?

- A. 10%
- B. 20%
- C. 33%
- D. 50%

N = 358

Lokker, Sanders, et al Acad Ped 2009



# Literacy

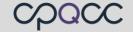
"The ability to use printed and written information to function in society, to achieve one's goals, and to develop one's knowledge and potential."

U.S. Department of Education 2003

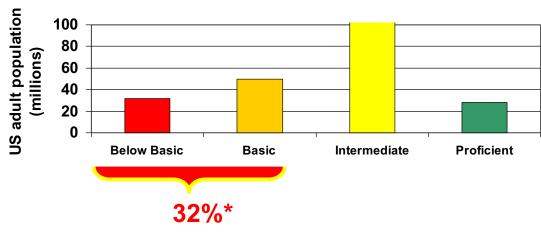
# **Health Literacy**

"The capacity to obtain, process, and understand basic health information, and services needed to make informed health decisions."

Institute of Medicine 2004



# **Health Literacy Skills of Adults**



# "Below Basic"

- Understand an appointment slip.
- Dose over-the-counter medicine.
- Enter names / DOB on health insurance form

# "Basic"

- Interpret a growth chart
- "Take medicine on an empty stomach"
- Determine when next vaccine is due

\*8-10% have limited English proficiency (LEP)

Yin HS, Johnson M, Mendelsohn AL, Abrams MA, Sanders L, Dreyer BP. Pediatrics 2009.

cpacc

# The Shame of Low Literacy

2/3 of adults with low literacy have **never asked** for help with learning to read

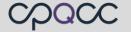
Most have also **never told**:

Their Spouse 68%

Their Children 53%

Anyone 19%

Parikh et al 1996



# **Health Information Complexity**

Health Websites

Insurance Enrollment

AAP parent handouts

Medication Labels

#### Median Parent Literacy Skills

CDC Vaccine information

10th-12th grade leveli

7<sup>th</sup> – 12<sup>th</sup> grade<sup>v</sup>

6th - 16<sup>th</sup> grade ii,iii,iv,vi,vii

8<sup>th</sup>-10<sup>th</sup> grade <sup>x</sup>

## 8<sup>th</sup>-grade

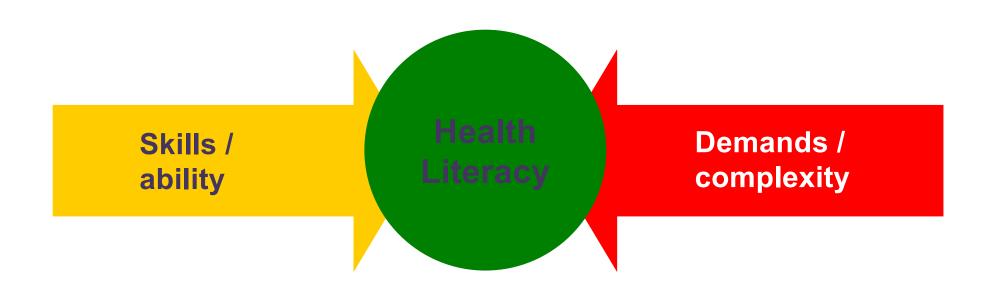
5<sup>th</sup> - 10<sup>th viii,ix</sup>

D'Allesandro DM, et al 2001. Davis TC, et al. 2006. Arnold CL, et al. 2001. Farrell M, et al. 2008. Sanders L, et al 2007. Davis TC, et al. 1994. [vii] Davis TC, et al. 1990;31:533-538. [viii]; [x] Lokker, et al 2008.

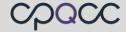


"Public Health Malpractice?" Roter D 2008





Parker, Ruth. WHCA Health Literacy Action Guide 2009.



# Low Health Literacy and Poor Health Outcomes

#### Child / Family Health Behaviors

- Decreased breastfeeding\*
- Poor child feeding/diet\*\*
- Increased TV/screen use\*\*
- Injury-risk behaviors\*\*
- Tobacco use\*

#### Healthcare Access and Use

- Under-insurance\*\*
- Increased ED use\*
- Decreased "usual source of care" \*\*
- Decreased Access to WIC, TANF\*\*

#### Maternal / Child Health Outcomes

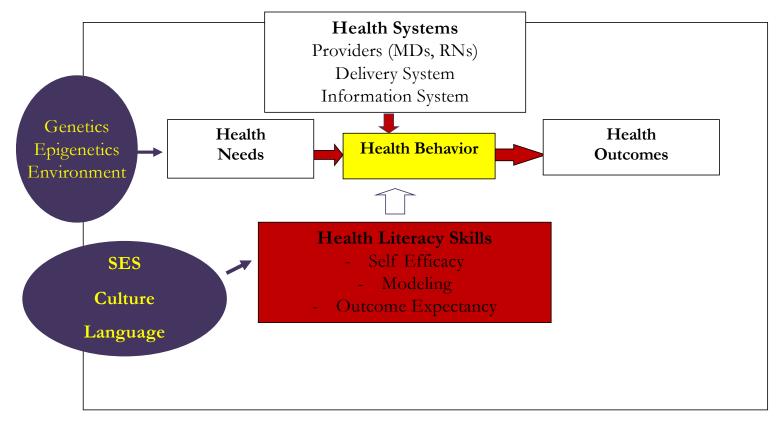
- Maternal depression\*\*
- Child developmental / behavioral problems\*
- Worse control of child chronic illness\*
  - Asthma (ED visits)
  - Diabetes (HA1c)
- Adolescent STDs

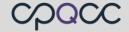
\*Adj. for SES; \*\*Strong association

Sanders LM 2009; Dewalt et al, 2011



# Health Literacy Action Framework: Adapted from Cognitive Behavioral Theory





# Health-Literacy Strategies for the Health System

# Training Inter-Disciplinary Teams Appropriate Materials

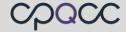
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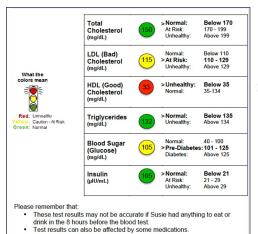
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- Discharge Policies

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Doak, Doak and Root 1991

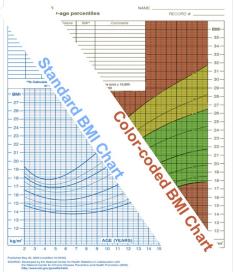
Patient Education Materials Assessment Tool for Printable Materials (PEMAT-P





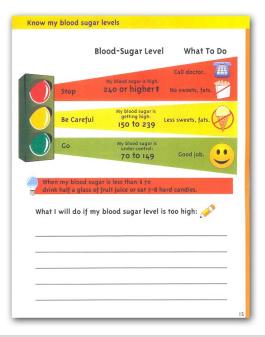
· Normal levels for children are different than for adults.

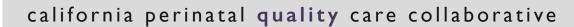
More information about what the tests mean and what you can do are found on

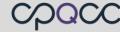


#### **CVM Medication Schedule**

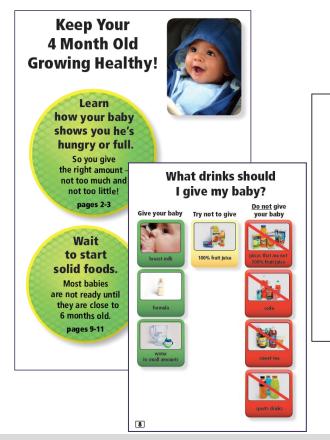
Nombre del medicamento	9 AM	10 PM	
Levetiracetam 100mg/mL (Keppra)	4.5 mL (450 mg)	4.5 mL (450 mg)	unindufullar E
Ranitidine 15mg/mL (Zantac)	1.5 mL (22.5 mg)	1.5 mL (22.5 mg)	1 0 3 4 5 E
Sulfamethoxazole- trimethoprim 40 mg-8 mg/mL (SEPTRA)	3.4 mL (27.04 mg) **Tomar sólo el viernes, sábado, domingo	3.4 mL (27.04 mg) **Tomar sólo el viernes, sábado, domingo	F C L C L
Topiramate 25 mg cápsula (TOPAMAX)	3 Cápsulas (75mg)	3 Cápsulas (75mg)	







# **Primary Care and Goal Setting**



I *Can* Keep My Baby Growing Healthy!



✓ Pick one of these ideas or write down 1 or 2 things you would like to do in the next few weeks.

I will look for one new way my baby tries to tell me when he is full.

I will not give my baby juice.

- Before I give my baby solid food, I will look to see if he shows signs that he is ready to start.
- Monday and Tuesday of next week, I will give

  juice at lunchtime only instead of at lunch and

  dinner

n my baby gets baby wants to ling him right away.

od, I will look to is ready to start.

UNIC SCHOOL OF MEDICINE

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STANFORD



Sanders et al, Pediatrics 2021



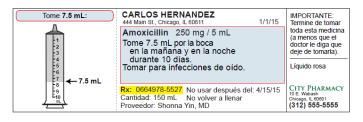
# Design Studio for Health Equity: Translating Research to Action

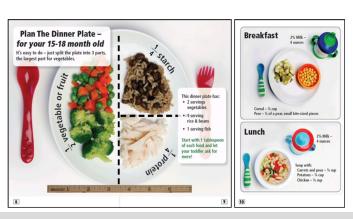
CHILD HEALTH
Institute of Design at Stanford

#### MEDICAID POLICY

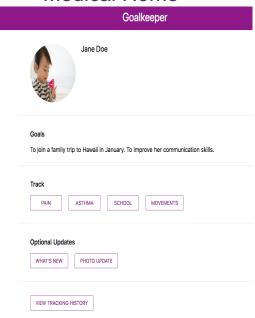
#### **HEALTH LITERACY**

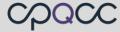






# CARE MANAGEMENT Medical Home



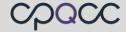




# Poll - What made your last learning experience successful?

- I selected the topic, or had a choice in selecting what I learned
- Learning built upon existing knowledge
- I understood why the learning would benefit me
- I was motivated to learn
- I knew I could apply the new knowledge or skill right away
- Other factors
- None of the above





## Independent & selfdirected learners

# What We Know About Adult Learners

Learnings build on prior experience

Drawn to learning with clear objectives and rationale

Motivation to learn is internal

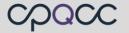


Desire to learn skills they can immediately

(Knowles et al., 2015)

apply





# Applying Adult Learning Principles to Parent Education

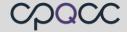
Actively involve families in their learning needs

Recognize that experience is the basis for new knowledge

Help families understand the "why", Make things relevant and impactful.

Assist families in solving problems & development of skills

Maintain positive learning environment & recognize growth

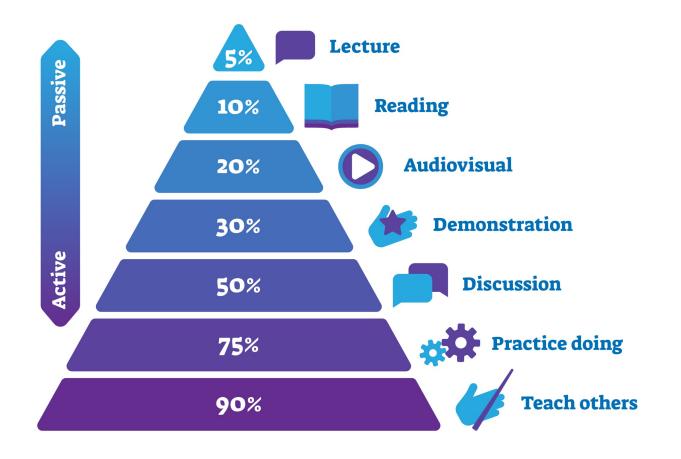


## How Do You Learn Best?

Learning Assessment & Styles



- Listening
- Reading
- Watching
- Discussion
- Practice
- Teaching



"Tell me and I forget, teach me and I may remember, involve me and I learn."

- Benjamin Franklin

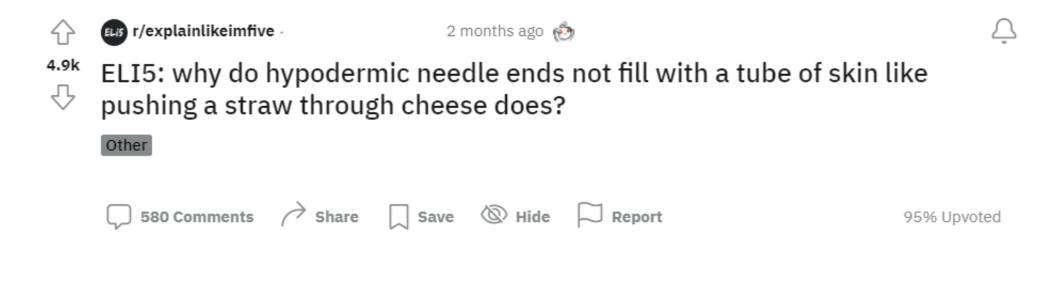


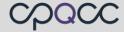


How we teach & communicate matters as much as What we teach & communicate

# What We Say & How We Say It

Using clear, concise communication







2 mo. ago 🕮 🤭 🔥 2

Oh i know this one. Im an engineer at a medical products plant and this was one of my projects about a year ago. The phenomina you are describing we define as coring. It also is related to particle shedding where the needle pulls small particles from the rubber stopper, vial cap or the skin. The two are related and the elastic properties of skin are such that if we mitigate coring in rubber we will prevent coring in skin. As far as particles, you will always drag skin particles from the outside of the body to the inside. That is why it is very important to clean the skin and surrounding areas.

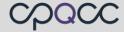
The needles are designed to stop coring by utilizing a beveled edge that slices a tear in the object being penetrated and wedge itself into the opening. They are highly polished and chemically sharpened. Newer needles even use 3 or 5 beveled edges in a complex patern to allow for the needle to pass with less resistance and thus less chance of coring/ particle shedding.

Finally the sharpened concave area of the inside of the needle is dulled using micro sand blasting so that it cannot shave a core of material upon entering. It will continue to gradually wedge the material out of the way while the outside edges cleanly cut.

We do testing to ensure that all needles produce a fewer number of particles than the customer, pfizer and moderna, will allow. Usually we meet this criteria with far greater margins of saftey than what was required of us and any foreign bodies will be chemically inert and microscopic ~50nm. We have produced needles with foreign body presence low enough to be used for opthomalic (eye needles) situations. Which is really important cause eye skin is different and your eye has no filtration system.



333 Reply Share Report Save Follow















It's more like pushing a straw into a juice box. The pointy end of the straw punctures the opening, and the film is pushed out of the way.









2 mo. ago

This was an awesome answer!





150 🗸 💭 Reply Share Report Save Follow

# Important Concepts for Effective Teaching & Communication

Simple, Clear Communication

Utilize plain language

Avoid medical jargon

Early, adequate and comprehensive education (Gadepalli et al., 2017; Labrie et al., 2021)

Family Focused

Personalized education & care plans, that parents help create

Reliable resources available when families need it (websites, written materials, podcasts) Culturally and literacy sensitive

Education materials available in multiple languages

Accessibility to interpreter services

Materials that represent diverse backgrounds

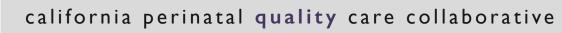
**Evaluate Effectiveness** 

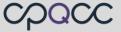
Confirm understanding before offering new topics

Utilize Teach-Back methodology

Reflection of our effectiveness

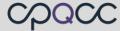
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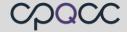
## Resources for Parent Education





## References

- Gadepalli, S. K., Canvasser, J., Eskenazi, Y., Quinn, M., Kim, J. H., & Gephart, S. M. (2017). Roles and experiences of parents in necrotizing enterocolitis. *Advances in Neonatal Care*, 17(6), 489–498. https://doi.org/10.1097/anc.00000000000000438
- Knowles, M. S., Holton, E. F., Swanson, R. A., & Robinson, P. A. (2015). The adult learner: The definitive classic in adult education and human resource development. Routledge.
- Labrie, N. H. M., van Veenendaal, N. R., Ludolph, R. A., Ket, J. C. F., van der Schoor, S. R. D., & van Kempen, A. A. M. W. (2021). Effects of parent-provider communication during infant hospitalization in the NICU on parents: A systematic review with meta-synthesis and narrative synthesis. *Patient Education and Counseling*, 104(7), 1526–1552. https://doi.org/10.1016/j.pec.2021.04.023





# **Q&A Panel Discussion**

## Moderator

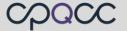
Ashwini Lakshmanan, MD, MS, MPH – Children's Hospital Los Angeles

#### **Panel**

Carmin Powell, MD – Watsonville Community Hospital

Lee Sanders, MD, MPH – Stanford Pediatrics

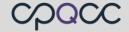
Tanya Hatfield, MSN, RNC-NIC, C-ELBW – University of California San Francisco





# **Key Takeaways**

- Consider systems level changes
- Definitions of Literacy v. health literacy and health literacy complexity
- Consider the association of health literacy and health outcomes
- Consider adult learning theory with parent education
- Consider simple concepts for teaching and communication



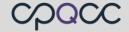
# What's Ahead?

## IP2022 Conversation Circle

How to build Family Advisory Council in your local NICU

September 15, 2022

11am - 12:30pm PST



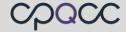
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# QI Awards: Nominate Someone Today!

Do you know of an individual or team that has made exemplary contributions to the field of neonatal quality improvement? Nominate them for one of <a href="CPQCC's QI Awards">CPQCC's QI Awards</a>!

Nominations are accepted throughout the year; winners for 2021 will be announced at CPQCC's <a href="Improvement Palooza 2022">Improvement Palooza 2022</a>. Nominees do not have to meet all of the criteria for the award to be considered. We encourage you to consider nominating either a deserving team or an emerging leader in your unit. Read more about our awards and past recipients and view a sample nomination on our <a href="website">website</a>.



Nominations open through January 31st, 2023



Scan the QR code or visit www.cpqcc.org/improvement /quality-improvement-awards to submit a nomination



cpacc

## **IMPROVEMENT PALOOZA 2022**

