<table>
<thead>
<tr>
<th>Organization</th>
<th>Luke’s House Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructor Name</td>
<td>Volunteer and/or provider and/or Providers at the Luke’s House Clinic</td>
</tr>
<tr>
<td>Lesson Title</td>
<td>Luke’s House Patient Health Literacy Training</td>
</tr>
<tr>
<td># of patients</td>
<td>To be determined</td>
</tr>
</tbody>
</table>
| Date, Time, Place | Luke’s House Clinic  
2023 Simon Bolivar Ave New Orleans, LA 70113 |

**Patient Interaction Preparation**

Volunteer and/or provider will
Review Goals/Objectives of the project:

**Goal 1:** Increase the proportion of Luke’s House volunteer and/or provider and patients who can identify authoritative health information online

**Target Outcome 1.2:** 50% of patients who interacted with trained volunteer and/or provider and/or providers (X) will correctly state at least 3 attributes of authoritative online health information

**Goal 2:** Increase the proportion of online health information seekers reported easily accessing health information (HC/HIT-9)

**Target Outcome 2.1:** 50% of Luke’s House patients who interacted with volunteer and/or provider (X) will accurately show the volunteer and/or provider a MedlinePlus® webpage on an iPadAir or smart phone

**Goal 3:** Increase the proportion of Luke’s House patients at who correctly state disease or diagnosis-related health information online

**Target Outcome 3.1:** 50% of Luke’s House patients who interacted with volunteer and/or provider (X) will correctly state at least 3 related to their diagnosis/es that they learned through accessing MedlinePlus®.

1. Review attributes of authoritative health information using MedlinePlus®. Evaluating Health Information
4. Select a topic in MedlinePlus® related to chronic diseases associated with obesity: i.e. hypertension (High Blood Pressure) and go to the Topic Page
   - Locate information on the webpage which indicates that the information is authoritative
   - Review the topic page and find a video in English and Spanish.
   - Select video (blood pressure)
5. Bookmark related apps and mobile websites on iPads
   - MedlinePlus® Topic pages in English or Spanish
     - Weight Control (English)
     - Weight Control (Spanish): Control de peso
Diabetes
• High Blood Pressure
• Heart Diseases
• Nutrition
• Cancer
• Pregnancy
• Nutrition (Healthfinder.gov)
• Heart Healthy Home Cooking African American Style (NHLBI)
  http://www.nhlbi.nih.gov/health/resources/heart/african-american-cooking
• How to Eat Healthy (DrGourmet.com)
  http://www.drgourmet.com/eatinghealthy/index.shtml#.VcOGVfm6eUk

6. Prepare handouts
• Print infoSIDA fact sheets (for Spanish patients)
  • VIH/SIDA Conceptos Basicos (AIDSinfo: HIV/AIDS Basic Concepts) –
    http://infosida.nih.gov/education-materials/fact-sheets/print/19/45/1/0
  • Prevencion de VIH (AIDSinfo: HIV Prevention)-
    http://infosida.nih.gov/education-materials/fact-sheets/print/20/48/1/0
  • folleto (AIDSinfo: brochure) -
    http://aidsinfo.nih.gov/contentfiles/ai_brochure_sp.pdf
• Prepare Small MedlinePlus® bookmarks (provided)
• Prepare Deciphering Medspeak brochures (provided)
  • English and Spanish
• Prepare summary brochure printed with organization contact information
  • how to access websites like MedlinePlus®
  • key features of authoritative health information
  • "red flags" for sites to avoid

Project objectives

<table>
<thead>
<tr>
<th>Project objectives</th>
<th>ACRL Standards 2, PI2</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2: At least 50% of Luke’s House patients who interacted with trained volunteer and/or provider will state at least 3 attributes of authoritative online health information.</td>
<td>Examines and compares information from various sources in order to evaluate reliability, validity, accuracy, authority, timeliness, and point of view or bias</td>
</tr>
<tr>
<td>2.1: At least 75% of Luke’s House patients who interacted with volunteer and/or provider will demonstrate easily accessing m.MedlinePlus® Spanish using an iPadAir or smartphone</td>
<td></td>
</tr>
<tr>
<td>3.1: At least 50% of Luke’s patients who interacted with volunteer and/or provider will state at least 3 facts related to their diagnosis/es and/or a chronic disease that they learned through accessing m.MedlinePlus® Spanish</td>
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</tbody>
</table>

Teaching

1. Introduce self as volunteer and/or provider of Luke’s House.

Time: 
### Health Literacy Patient Lesson Plan

| Strategy 1: Invitation | 2. Ask patient if they have @15 minutes to learn about trustworthy health information.  
3. If they are interested, ask if they would like to work with you on your iPad, or if they would like to use their own mobile device. If they want to use their device, explain that public-access Wi-Fi is available.  
4. Explain that this is not research and no information about this interaction will be used for any purpose other than reporting the event to the National Library of Medicine.  
5. If volunteer and/or provider has Spanish-language skills, inquire if Spanish is preferred language  
6. Determine visitor information needs (i.e. what the visitor wants information about)  
• If low literacy is suspected: Return to home page, locate the Easy To Read button, locate Nutrition from the topics.  
• If Spanish is native language, switch to enEspanol and conduct rest of training in Spanish  
7. (even though bookmarked) Locate MedlinePlus on the iPad(Do a Google search for MedlinePlus® and select the resource)-so the patient can observe volunteer finding it.  
8. Explain: MedlinePlus® is a website of carefully selected links to Web resources with health information on over 800 topics to help consumers find trustworthy health information. It can be used as ‘one-stop-shop’ to learn about nutrition. Review home page explaining that MedlinePlus® can be used to find health topics, drugs/supplements, and even watch health videos.  
• Go to a topic page which has a video, preferably a video in Spanish (i.e. High Blood Pressure)  
• Find the video and listen to it briefly  
• Check out the social network features  
• Click on the FB icon to post on your newsfeed.  
• Click on Twitter icon to share | @8:00 |
| --- | --- |

### Comprehension Check

**Use the teach-back method for comprehension check:** Ask the patient  
1. What questions they have about MedlinePlus®  
2. To find MedlinePlus® on a device (theirs or the provided iPad)  
**Time:** @2:00

### Teaching Strategy 2

**Attributes of authoritative online health information**

Ask patient how they judge the trustworthiness of online health information. Return to a MedlinePlus® Topic page.  
• Explain that we need current, unbiased information based on research  
• Locate webpage date (is the information current?)  
• Locate author (is it an expert?)  
• Determine who is responsible for the content of the website (government, company)?  
• Look for any request to obtain personal information  
• Determine if the site is an advertisement or trying to sell a product  
**Using the topic page, locate these criteria.**  
The volunteer and/or provider will show the patient related apps, and mobile websites such as:  
• MedlinePlus® Topic pages in English or Spanish  
**Time:** @8:00

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# Health Literacy Patient Lesson Plan

<table>
<thead>
<tr>
<th>Comprehension Check</th>
<th>Use the teach-back method for comprehension check: Ask the patient</th>
<th>Time: @2:00</th>
</tr>
</thead>
</table>
| • Weight Control (English)  
   http://www.nlm.nih.gov/medlineplus/weightcontrol.html | 1. What questions they have about using MedlinePlus® or evaluating online health information. It is important to use the phrase “what questions,” rather than “do you have any questions about MedlinePlus® ?” to avoid setting yourself up for a “yes” or “no” answer. | |
| • Weight Control (Spanish): Control de peso  
   http://www.nlm.nih.gov/medlineplus/spanish/weightcontrol.html | 2. What questions they have about trustworthy online health information | |
| • Diabetes | 3. To state at least three attributes of trustworthy online health information (i.e. webpage date, locate author, organization which created the page.) | |
| • High Blood Pressure | | |
| • Heart Diseases | | |
| • Nutrition | | |
| • Cancer | | |
| • Pregnancy | | |
| • Nutrition (Healthfinder.gov)  
| • Heart Healthy Home Cooking African American Style (NHLBI)  
   http://www.nhlbi.nih.gov/health/resources/heart/african-american-cooking | | |
| • How to Eat Healthy (DrGourmet.com)  
   http://www.drgourmet.com/eatinghealthy/index.shtml#.VcOGVfm6eUk | | |

<table>
<thead>
<tr>
<th>Closing</th>
<th>Ask the patient to bookmark MedlinePlus® and other resources on their mobile device.</th>
<th>Time: @5:00</th>
</tr>
</thead>
</table>
| • MedlinePlus® Topic pages in English or Spanish  
   • Weight Control (English)  
| • Weight Control (Spanish): Control de peso  
| • Diabetes | | |
| • High Blood Pressure | | |
| • Heart Diseases | | |
| • Nutrition | | |
| • Cancer | | |
| • Pregnancy | | |
| • Nutrition (Healthfinder.gov)  
| • Heart Healthy Home Cooking African American Style (NHLBI)  
   http://www.nhlbi.nih.gov/health/resources/heart/african-american-cooking | | |
| • How to Eat Healthy (DrGourmet.com)  
   http://www.drgourmet.com/eatinghealthy/index.shtml#.VcOGVfm6eUk | | |
| Give the patient any of the following brochures, as appropriate | | |
| • infoSIDA fact sheets (if appropriate) | | |
### Health Literacy Patient Lesson Plan

<table>
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<th>Material</th>
<th>Description</th>
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<tbody>
<tr>
<td>Small MedlinePlus® bookmarks (provided)</td>
<td></td>
</tr>
<tr>
<td>Deciphering Medspeak brochures (provided)</td>
<td></td>
</tr>
<tr>
<td>English and Spanish</td>
<td></td>
</tr>
<tr>
<td>Summary brochure printed with organization contact information</td>
<td></td>
</tr>
<tr>
<td>how to access websites like MedlinePlus®</td>
<td></td>
</tr>
<tr>
<td>key features of authoritative health information</td>
<td></td>
</tr>
<tr>
<td>&quot;red flags&quot; for sites to avoid</td>
<td></td>
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</table>

Thank them for their time.

### Evaluation
Immediately after each training, volunteer and/or provider completes a health literacy assessment which asks them to state if the patient

1. was able to find MedlinePlus® on a device state
2. was able to state least three attributes of a trustworthy online health information

[http://tulane.co1.qualtrics.com/SE/?SID=SV_5zG8jajGEBLZpmR](http://tulane.co1.qualtrics.com/SE/?SID=SV_5zG8jajGEBLZpmR)

please do not complete until project begins

**Time:** @2:00

### For next time