Health Literacy Provider/Volunteer Training Lesson Plan

<table>
<thead>
<tr>
<th>Organization</th>
<th>Luke’s House Clinic</th>
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</thead>
<tbody>
<tr>
<td>Instructor Name</td>
<td>Matas Librarian Elaine Hicks, MS, MPH, MCHES</td>
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<tr>
<td>Lesson Title</td>
<td>Luke’s House Provider/Volunteer Health Literacy Training</td>
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<tr>
<td># of volunteers</td>
<td>X Volunteers and/or X Providers</td>
</tr>
<tr>
<td>Date, Time, Place</td>
<td>Luke’s House Clinic 2023 Simon Bolivar Ave New Orleans, LA 70113</td>
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Training 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 (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®
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 resources on teaching laptop
   - MedlinePlus® Topic pages in English or Spanish
     - Weight Control (Spanish): Control de peso

This project has been funded in part with Federal funds from the National Library of Medicine, National Institutes of Health, under Contract No. HHSN-276-2011-00007-C with the Houston Academy of Medicine-Texas Medical Center Library.
## Health Literacy Provider/Volunteer Training Lesson Plan

<table>
<thead>
<tr>
<th>Project target outcomes</th>
<th>ACRL Standards 2, PI2</th>
<th>Tier 2 Core Competencies</th>
</tr>
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<tbody>
<tr>
<td><strong>1.2:</strong> 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>
<td><strong>1B4.</strong> Uses information technology in accessing, collecting, analyzing, using, maintaining, and disseminating data and information.</td>
</tr>
<tr>
<td><strong>2.1:</strong> 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>
<td><strong>6B5.</strong> Retrieves evidence</td>
</tr>
<tr>
<td><strong>3.1:</strong> 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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</table>

### Intro / Agenda

- **About health literacy**
  - View ACP health literacy video https://www.youtube.com/watch?v=ImnlptxIMXs
  - The National Library of Medicine/NIH is funding the Matas Library to train volunteers to identify the attributes of authoritative online health

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<tr>
<th>Target outcomes</th>
<th>Information and, using an iPad (or the patient’s smart phone), demonstrate to Luke’s House clients how to evaluate diet/nutrition online health information using MedlinePlus®.</th>
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**Project target outcomes of the project:**

1.1: At least 90% of Luke’s House volunteers and/or providers who receive training on evaluating health information will report at least 3 attributes of authoritative online health information.

1.2: At least 50% of Luke’s House patients who interacted with trained volunteers will state at least 3 attributes of authoritative online health information.

2.1: At least 75% of Luke’s House patients who interacted with volunteers and/or providers will demonstrate easily accessing MedlinePlus® using an iPadAir or smartphone.

3.1: At least 50% of Luke’s House patients who interacted with volunteers and/or providers will state at least 3 facts related to their diagnosis/es and/or a chronic disease that they learned through accessing MedlinePlus®.

| Comprehension Check | Q: What are some challenges patients may face with regards to health information?  
A: Patients may have low health literacy: They don’t understand medical terms or read prescription labels. Also, English as a second language and cultural issues as regards to communicating health information needs may be a challenge. | Time: @2:00 |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|

| Teaching Strategy 1: Demonstration About MedlinePlus® | **Attributes of authoritative online health information**  
Medline Plus is a website of carefully selected links to Web resources with health information on over 800 topics to help consumers find appropriate, authoritative health information.  
1. **Explore how Medline Plus can be used as ‘one-stop-shop’ to learn about nutrition.**  
   - Use the Search Box to locate information on high blood pressure and select the first result (National Library of Medicine) http://www.nlm.nih.gov/medlineplus/highbloodpressure.html  
   - Using high blood pressure, review all the types of resources and topics including languages, multimedia and cool tools (health check tools), medical encyclopedia, etc.  
   - Select Health Check Tools and scroll down to Patient Handouts. , Select Choose More than 50 Ways to Prevent Type 2 Diabetes (Easy-to-Read)  
   - Low literacy: Return to home page, locate Easy To Read button, locate Diabetes from the topics. Note the patient education materials available in Spanish  
   - Check out the social network features  
     - Click on the FB icon to post on your newsfeed.  
     - Click on Twitter icon to share | Time: @30:00 |
### Health Literacy Provider/Volunteer Training Lesson Plan

#### 2. About authoritative health information
- Review attributes of authoritative health information
  a. Evaluating Health Information/MedlinePlus®
     http://www.nlm.nih.gov/MedlinePlus®
     /evaluatinghealthinformation.html
  b. MLA Users Guide
     http://www.mlanet.org/resources/userguide.html
     Health on the Network Code (HON)
     http://www.hon.ch/HONcode/
  d. Guide to healthy web searching
     http://www.nlm.nih.gov/MedlinePlus®
     /healthywebsurfing.html

#### Comprehension Check
**Q:** Using MedlinePlus® in a public setting, how can you help people judge the authority of a health topic?
**A:** Locate source, date, author

#### Transition
Using your smartphone, locate the mobile version of Medline Plus and bookmark it http://m.MedlinePlus®.gov/

#### Teaching Strategy 2:
The teach-back method

Watch a video on using the “teach back” method for patient education:
http://nchealthliteracy.org/teachingaids.html

Use “teach back” when giving instructions
1. Limit information to 2-3 key messages
2. Avoid medical jargon
3. Use commonly understood words
4. Use drawings, models or devices to demonstrate points (watch MedlinePlus® videos)
5. Encourage patients to ask questions

#### Teaching Strategy 3:
Role play:
Train a partner
With the iPad and MedlinePlus®, trainer (librarian) instructs volunteers and/or providers how to locate and navigate MedlinePlus®
- go to topic page
- find a video
- locate information on the webpage which indicates that the information is authoritative
- use social media to communicate the information to social network

Remember best practice guidelines

#### Comprehension Check
Pairs share experience with the group

#### Teaching Strategy 4:
Patient training:
1. Review patient lesson plan: Using an iPad or smart phone
   a. Demonstrate how to locate MedlinePlus®
   b. Select the MedlinePlus® Diabetes Topic page and show visitors at least 3 attributes which make it authoritative
2. Review evaluation plan
   a. Immediately after training, volunteers will complete a survey about the training.
   http://tulane.co1.qualtrics.com/SE/?SID=SV_a4tXgyAeJYip37

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## Closing Evaluation

**Summarize the session**

1. Provide contact information
2. Make sure volunteers understand evaluation plan: complete
   a. Outreach Activity Participant Information Sheet
   b. Sign-in sheet with note to print email address clearly
   c. survey about the training.
   
   http://tulane.co1.qualtrics.com/SE/?SID=SV_aa4tXgyAeJYi

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   Show Guide | http://libguides.tulane.edu/HealthLiteracyTraining
   Ask Volunteers to complete an online survey
   
   http://tulane.co1.qualtrics.com/SE/?SID=SV_415NqPhWXJK9r7

## Resources

**About authoritative health information**

- What is MedlinePlus®?
  

- MedlinePlus® tour
  

- Evaluating Health Information/MedlinePlus®
  

- MLA Users Guide
  
  http://www.mlanet.org/resources/userguide.html

- Health on the Network Code (HON)
  
  http://www.hon.ch/HONcode/

- Guide to healthy web searching
  

**Health Literacy**

- Goal 4 of the National Action Plan to Improve Health Literacy: Support and Expand Local Efforts to Provide Adult Education, English Language Instruction, and Culturally and Linguistically-Appropriate Health Information Services in the Community

- ACP health literacy video
  
  https://www.youtube.com/watch?v=lmnlptxIMXs

- TeachBack Method: http://nchealthliteracy.org/teachingaids.html

- MedlinePlus® *health literacy page

- Health literacy (National Network of Library of Medicine)

**HP2020 goals**

- Healthy People 2020 Health Communication Objective, Health Communication

- Health literacy : HC/HIT-9:

**Related apps, and mobile websites**

- Healthfinder.gov Nutrition

- Heart Healthy Home Cooking African American Style

- Delicious Heart Healthy Recipes

- Healthy Weight - It’s not a diet, it’s a lifestyle! Medline Plus

- Espanol: Control de peso (Weight Management)
Guide where all project materials are located:
http://libguides.tulane.edu/HealthLiteracyTraining