# Health Literacy Volunteer training

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| Volunteer materials | iPad  
SmartPhone  
Volunteer packets  
• NLM Outreach Activity Participant Information Sheets (10 ea : use one/day)  
• NLM Outreach Activity Data Collection form (10 ea : use one/day)  
• MedlinePlus card  
• Deciphering Medspeak brochures  
• Patient lesson plan  
• Project description |

| Intro:  
Health Literacy Project objectives | 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 information and, using an iPad (or the patient’s smart phone), demonstrate to Fertel Center patients how to evaluate diet/nutrition online health information using m.MedlinePlus.  
Objectives of the project:  
1. At least 80% of **volunteers** will report one or more things they learned about MedlinePlus at the end of the training session.  
2. At least 80% of **volunteers** will report at least 3 attributes of authoritative online health information.  
3. At least 50% of **patients** who interacted with volunteers will state at least 3 attributes of authoritative online health information  
4. At least 50% of **patients** who interacted with volunteers will demonstrate easily accessing m.MedlinePlus using an iPad or smart phone | Time: @10:00 |

| 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 [Diabetes](http://www.nlm.nih.gov/medlineplus/diabetes.html) and select the first result (Diabetes)  
   • Using Diabetes, 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.  
Time: @30:00 |
### Health Literacy Volunteer training

| **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 | **Time:** @2:00 |
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<tbody>
<tr>
<td><strong>Transition</strong></td>
<td>Using your smartphone, locate the mobile version of Medline Plus and bookmark it <a href="http://m.medlineplus.gov/">http://m.medlineplus.gov/</a></td>
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</table>
| **Teaching Strategy 2:** | Watch a video on using the “teach back” method for patient education:  
http://nchealthliteracy.org/teachingaids.html | **Time:** @4:45 |
| The teach-back method   | 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:** | With the iPad and MedlinePlus, volunteer instructs patient 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 | **If time:** @20:00 |
| **Role play:** Train a partner | Pairs share with the group your experience | **Time:** @5:00 |
| **Teaching Strategy 4:** |  
1. Review patient lesson plan: Using an iPad or smart phone  
   a. Demonstrate how to locate m.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_aa4tXgyAcJYip37 | |
| **Review visitor training:** | 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. | |

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**Health Literacy Volunteer training**

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<tr>
<th>TeachBack Method</th>
<th>North Carolina Program on Health Literacy: The teach-back method:</th>
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<tbody>
<tr>
<td>About authoritative health information</td>
<td>Evaluating Health Information/MedlinePlus</td>
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<td>MLA Users Guide</td>
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<td><a href="http://www.mlanet.org/resources/userguide.html">http://www.mlanet.org/resources/userguide.html</a></td>
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<td>Health on the Network Code (HON)</td>
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<td><a href="http://www.hon.ch/HONcode/">http://www.hon.ch/HONcode/</a></td>
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<td>Guide to healthy web searching</td>
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**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
- [North Carolina Program on Health Literacy: The teach-back method](#)
- [ACP Video](#)
- [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](#)

Guide where all project materials are located: [http://libguides.tulane.edu/HealthLiteracyTraining](http://libguides.tulane.edu/HealthLiteracyTraining)