

Measuring patient-centered communication: Field testing an assessment toolkit in 16 health care organizations

Organizational Assessment Feedback Report

Ololade Olakanmi

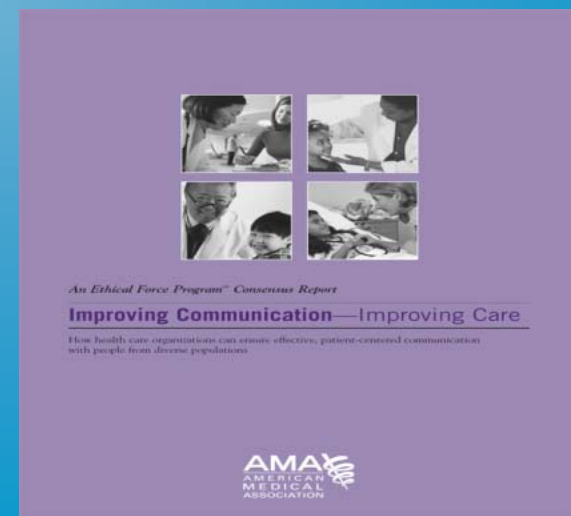
American Medical Association

November 2007

Evaluation Process

- Policy/Facility Evaluation: Leadership Team Completed 2
- Clinical Staff Surveys: 129 distributed, 80 returned (62%)
- Non Clinical Staff Surveys: 142 distributed, 103 returned (73%)
- Patient Surveys: 5000 distributed, 1384 returned (28%)
- 4 Focus Groups: clinical and non clinical staff, Spanish and English speaking patients
- All Returned to Ethical Force Program for Independent, Confidential Analysis

The purpose of the toolkit is to assess *organizational climate.*



Toolkit Origin

- Communication Toolkit based on consensus report from the Ethical Force Program.
- Developed by the Ethical Force Program Oversight Body and a national Expert Advisory Panel.
- Guidelines for ensuring effective, patient-centered communication are defined in a framework of nine “content areas.”

1. Understand Your Organization’s Commitment	
2. Collect Information	5a. Socio-Cultural Context
3. Engage Communities	5b. Language
4. Develop Workforce	5c. Health Literacy
5. Engage Individuals	6. Evaluate Performance

Staff Demographics

Clinical Staff Response Rate

62% (n=80)

Non Clinical Response Rate

73% (n=103)

Clinical Staff by Location

80% (n=24) Unit 1

57% (n=17) Unit 2

43% (n=13) Unit 3

65% (n=17) Unit 4/5

67% (n=6) Unit 6

75% (n=3) Unit 7/8

Non Clinical Staff by Location

80% (n=20) Unit 1

100% (n=35) Unit 2

63% (n=24) Unit 3

46% (n=13) Unit 4/5

83% (n=5) Unit 6

50% (n=6) Unit 7/8

Patient Demographics

Patient Response Rate

28% (n=1384)

Patient Gender

Male 28% Female 72%

Patient by Clinic Type

Medical n=902

Dental n=278

Mental Health n=204

Patient by Location

30% (n=257) Unit 1

17% (n=235) Unit 2

35% (n=422) Unit 3

21% (n=165) Unit 4

37% (n=55) Unit 5

42% (n=147) Unit 6

52% (n=78) Unit 7

17% (n=25) Unit 8

Patient Age

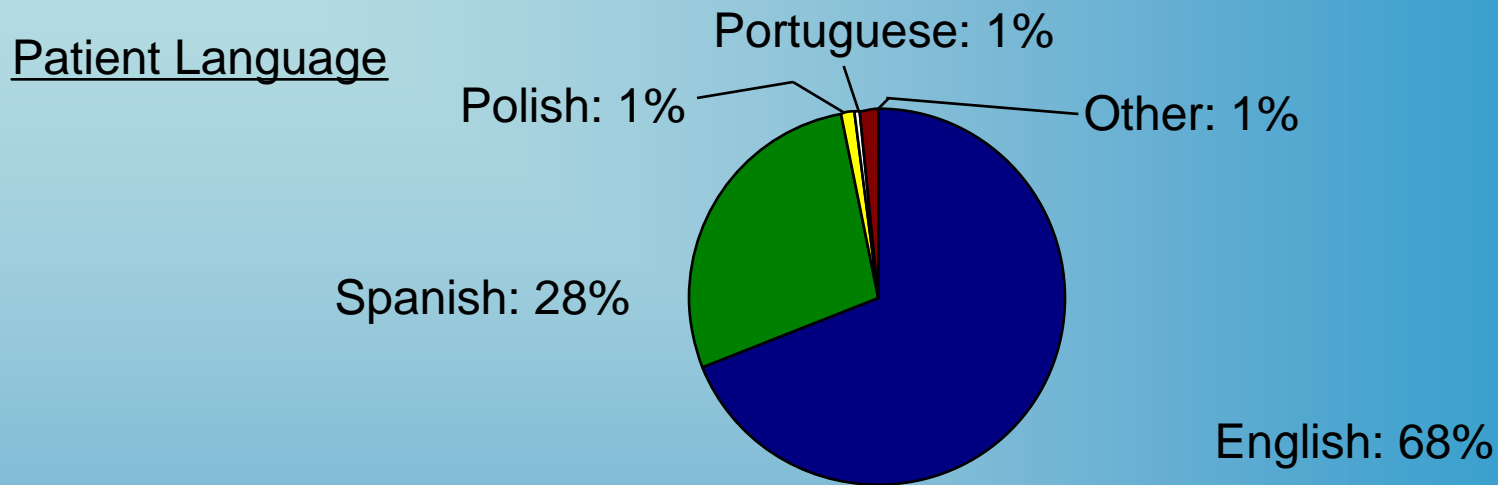
18-24: 13% 45-54: 21%

25-34: 23% 55-64: 14%

35-44: 22% 65-74: 5%

75+: 2%

Demographics: Ethnicity, Language



<u>Patient & Staff Race/Ethnicity</u>	<u>Patient</u>	<u>Clinical</u>	<u>Non Clinical</u>
Hispanic or Latino / Latina:	42%	20%	37%
American Indian or Alaska Native:	2%	0%	3%
Asian:	3%	6%	4%
Black or African American:	10%	11%	13%
African:	2%	0%	4%
White:	38%	56%	33%
Native Hawaiian or Pacific Islander:	0%	0%	2%

Area #5c: Health Literacy

Site A team: staff not trained to serve patients with limited health literacy. Clinical staff encouraged to discuss informed consent in ways patients can understand. Need to do a better job encouraging staff to check patient understanding (“teach back”).

Need to ensure important documents are written in plain language, at low grade levels, and in formats that are easy to read. Need to improve assessment of whether patients can understand important documents. Signs at Site A are understandable.

Clinical Non Clinical

15%	23%	rate patient education materials as “very good”.
25%	29%	efforts to help patients navigate health care “very good”.
9%		“strongly agree” patients understand informed consent process.

Patients

- 87% can “always” find way around
- 85% can “always” understand site’s signs and maps.

Recommendation 5c:

Train staff to communicate in plain language, recognize signs of limited health literacy

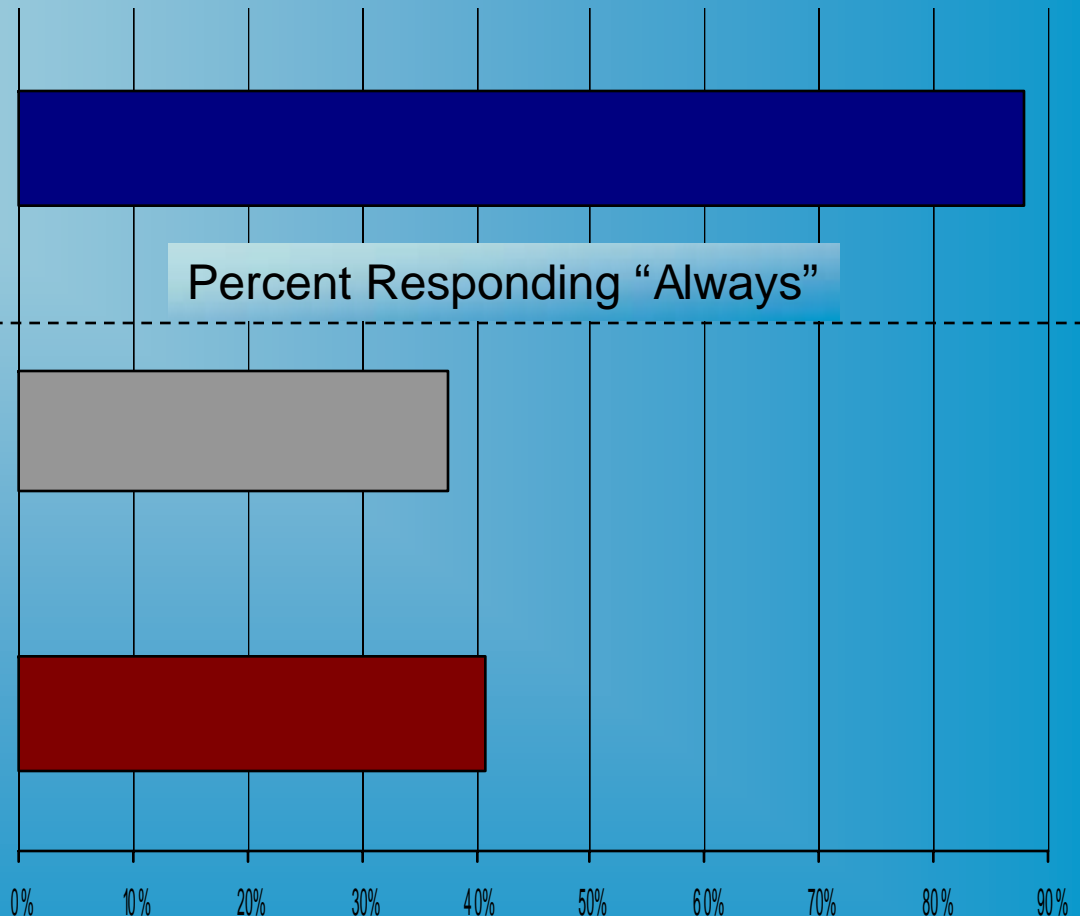
Staff members indicate a need for more training to improve communication with patients who may have limited health literacy skills. This includes training to communicate in non technical terms, use the “teach back” method, and recognize signs of limited health literacy.

Plain Language: View Comparison

Patients: Doctors and nurses explain things in a way you could understand.

Clinical: Received training on communicating in plain language?

Non Clinical: Received training on communicating in plain language?



Percent Responding "More Than Once"

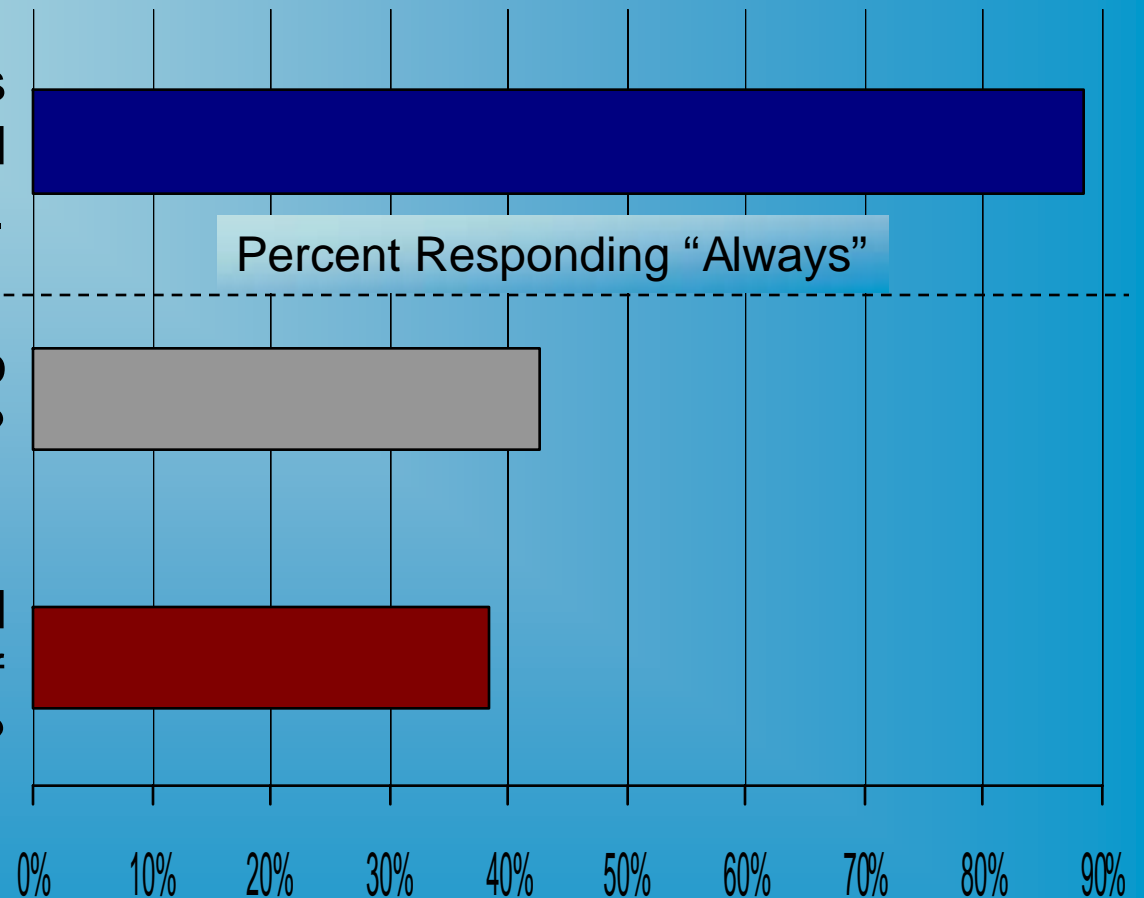
“Teach Back” Method: View Comparison

Patients: Doctors and nurses make sure you understood instructions.

Percent Responding “Always”

Clinical: Received training to check if patients understand?

Non Clinical: Received training to check if patients understand?



Percent Responding “More Than Once”

Forms: View Comparison

