

Good Questions for Good Health: How to Implement Health Literacy Coaching into your MOW and Senior Center Programs

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Presentation Overview

- Why Health Literacy is important for MOW clients
- Good Questions for Good Health Intervention—What it is
- How to implement it in your programs
- Materials on MOWAA website
- Testimonials from MOW clients

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Typical 75 Year Old. . .

- Has three chronic health conditions
- Takes 5 prescription drugs
- Intense need for health information
- 39% have below basic functional health literacy (based on reading skills)



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Polling Question #1

- Have any of your clients said they were confused about their diagnosis or the medicines they were taking?
 - a. Yes
 - b. No



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Why is Interactive Health Literacy so Important?

- Participation in medical encounters
 - Higher satisfaction
 - Higher compliance
 - Better health outcomes
- Patient/Hospital safety
- Reduces patient's embarrassment/shame

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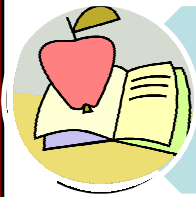
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Health Literacy on Wheels

Month 1

Month 2

Month 3



Deliver
Materials



Show
Video
1



Coaching
Session



Show
Video 2



Coaching
Session

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Steps for Program Leaders to Implement

1. Recruit coaches
2. Train coaches



Coaches implement (over 3 months)

- Visit 1-Deliver materials, show video 1
- Visit 2-First coaching
- Visit 3-Show video 2, final coaching

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How to Recruit Coaches

- Volunteers and Staff
- Home Bound & Congregate Dining Sites
- Selling the intervention



Dear Meals on Wheels Volunteer,

We are searching for volunteers to serve as health literacy coaches for their Meals on Wheels clients.

What is the ‘Good Questions for Good Health’ project?

This project improves the health communication skills of older adults through the help of Meals on Wheels volunteers like you. As a Health Literacy Coach you can help make an important difference in the health and well-being of your Meals on Wheels clients!



What will I do as a Health Literacy Coach?

As a Coach, you will remind some of your clients to ask Good Questions for Good Health when they go to the doctor. By spending just 5 extra minutes with your client you can help them improve their health communication skills.

What are the next steps I need to take as Health Literacy Coach?

We will host a 2-hour workshop where you will learn more about the role of a Health Literacy Coach and receive materials.



Recruitment Flyer



Benefits to Coaches

- Improved personal communication and literacy skills
- Help clients improve their health
- Deepen relationships with clients

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Coaches Must Agree to...

- Continue MOW for 3 months
- Attend a two hour training session
- Identify up to 5 clients to participate
- Conduct a minimum of 3 GQ4GH sessions with each client over 3 months

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Our Coaches!!





Training Coaches

- Introducing GQ4GH to your volunteers and staff
- What are the program steps?
- Modeling and Practicing coaching
- Materials to make training and coaching easy

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Start with questions...



1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do it?

*QUESTIONS
ARE THE ANSWERS!!!*

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Question #1:
What is my main problem?



“Mrs. Johnson, we have found some skin cancer on your cheek”

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Question #2: **What do I need to do?**



“Mrs. Johnson,
we need to
remove that skin
cancer by....”

Question #3:
**Why is it important for me to do
this?**



“If we do not remove it, the cancer will grow and spread and could lead to your death.”

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When should I ask these questions?



- When you see your doctor or a nurse— or a pharmacist
- When you prepare for a medical test
- When you pick up your medications

Polling Question #3

- Do you prepare questions before you go to the doctor?
 - Yes
 - No

Preparing for First GQ4GH Visit

- Coaches Deliver Materials to Clients
 - Good Questions for Good Health Brochure (GQ4GH)
 - GQ4GH Question Notepad
- Coaches Show video #1: “Three Little Questions Your Health Care Professional Wants You to Ask”
- Script for coach and client to discuss the video

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Video 1: “Three Little Questions Your Health Care Professional Wants You to Ask”



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Preparing for Second GQ4GH Visit

- How to Coach for Health Literacy
 - Coach Modeling Video
 - Practice session
 - Good Communication Skills for coaching

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How to Coach for Health Literacy: Congregate Setting



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Communication Skills:

What to do...

- “Empower” the person you are talking to
- Offer information in a caring and helpful way

What to avoid...

- Avoid judging
- Avoid advising
- Don't preach



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Preparing for Third GQ4GH Visit

- Coach shows video #2 to client:
“How to Make Sure You Get Answers
to Good Questions for Good Health”
- Coach clients to overcome barriers
they may have encountered after
using GQ4GH

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Video 2: “How to Make Sure You Get Answers to Good Questions for Good Health”



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Toolkit Materials

- Toolkit Overview & Instructions
- Recruitment Flyer
- Coach Training Materials
 - Scripts for coaching & showing videos
- Print Materials
 - Templates: Calendar, brochure, notepad, newsletter
- Videos

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Web Cover Page

<http://www.mowaa.org/uga>



WE ARE
Meals On Wheels
So no senior goes hungry™

Good Questions for Good Health:

“Meals On Wheels Volunteers Help Their Clients
Talk To Their Doctors”



Toolkit Overview



Recruitment Flyer



Training Materials



Videos



Program Materials



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[Health Literacy Coach Training PowerPoint](#)

[Role Play Coach Training Script](#)

[Coaching Script for Video 1 "Three Little Questions](#)

[Your Health Care Professional Wants You to Ask"](#)

[Coaching Script for Video 2 "How to Make Sure](#)

[You get Answers to Good Questions for Good](#)

[Health"](#)

[Coach Checklist](#)

[Coach Training Certificate](#)



Training Materials



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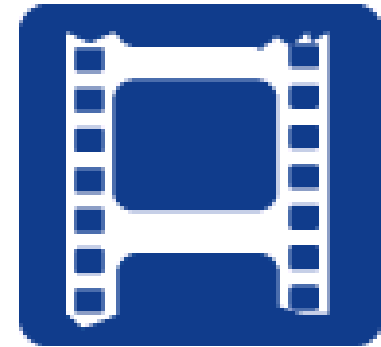


[How to Coach for Health Literacy \(Homebound
and Congregate setting\)](#)

[Video 1: "Three Little Questions Your Health
Care Professional Wants You to Ask"](#)

[Video 2: "How to Make Sure You Get Answers
to Good Questions for Good Health"](#)

[MOW Clients and Coaches Talk About the
Value of Health Literacy on Wheels](#)



Videos



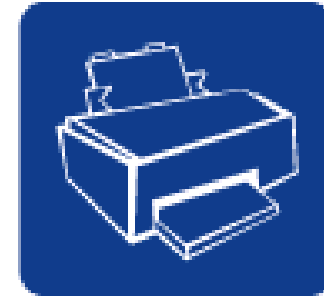
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[GQ4GH Calendar Template](#)
[GQ4GH Notepad Template](#)
[GQ4GH Brochure Template](#)
[Program Evaluation](#)
[Newsletters](#)



Program Materials

Some Final Words

- GQ4GH Succeeds Because
 - It's easy
 - Simple messages
 - Delivered by a personal contact
- Benefits
 - Better reporting to doctors
 - Better patient compliance
 - Fewer medication errors
- Listen to what one client has to say...

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Testimonial from MOW Client



“I was able to go in to my doctor and ask questions I was reluctant to ask before”

“My doctor thought that it was very good when I took out my pad (with written questions).”

“It really helped me.”

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Polling Question #2

- How do you plan to implement GQ4GH in your program?
 - a. Complete program for all clients
 - b. Complete program for home bound clients only
 - c. Complete program for congregate diners
 - d. Partial program for congregate diners

Contact Us

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