Healthcare Literacy in the ED

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Registration/Answer Form #921

Before Sept. 13, 2012, print this page, complete the multiple choice questions by circling the correct answer and mail or fax to: ADVANCE for Nurses, Learning Scope, 2900 Horizon Dr., King of Prussia, PA 19406; 610-278-1426.

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EVALUATION
1. ______ a. strongly agree
2. ______ b. agree
3. ______ c. neutral
4. ______ d. disagree
5. ______ e. strongly disagree

4. The objectives relate to the overall goal of the article.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

5. The article is well-written and logically organized, and defi nes terms adequately.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

6. Use of “living room language” is suggested when providing health information via word or speech. Of the following, which is an example of living room language?
   a. laceration
   b. tube down your throat
   c. hypotension
   d. fractured
   e. strongly disagree

7. "Health literacy affects an individual’s health status more than age, income, employment, educational level or culture,” is the statement issued by which healthcare organization.
   a. ANA
   b. AMA
   c. Joint Commission
   d. CDC

8. The Joint Commission standard for health literacy is:
   a. the patient or representative sign a form to indicate patient understands discharge instructions
   b. the nurse signs off that patient understood discharge instructions
   c. the patient is asked to demonstrate reading proficiency at admission to hospital
   d. patient education is assessed for health literacy

9. Discharge instructions for patients are usually written at what reading level?
   a. 4th to 5th grade
   b. 5th to 6th grade
   c. 6th to 7th grade
   d. 7th to 10th grade

10. Which of the following interventions to ensure patients understand discharge instructions should be followed EXCEPT?
 a. create a shame-free environment
 b. assume patient may not understand what is being presented
 c. deliver information at slow pace despite a hectic environment
 d. present material right before patient is discharged

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Learner Feedback Questions #921

1. Health literacy is the ability to do all of the following EXCEPT:
 a. read health information
 b. understand health information
 c. act on health information
 d. comprehend common medical terms

2. Based on recent studies, what percentage of the US population cannot read or follow instructions given to them by healthcare providers?
 a. 15 percent
 b. 25 percent
 c. 45 percent
 d. 75 percent

3. The patient described above returns to the ED with the same pain on 3 successive days. He becomes angry when asked why he didn’t follow the discharge instructions. What is the probable cause for this behavior?
 a. He is non-compliant to treatment.
 b. He has low health literacy.
 c. He couldn’t get a ride to the doctor’s office.
 d. He is seeking drugs.

4. Which of the following is a clue that a patient has low health literacy?
 a. therapeutic levels of prescribed drugs, when tested
 b. incomplete health history form
 c. inability to pronounce prescribed meds when asked
 d. inability to speak English

5. Having patients repeat back their understanding of discharge instructions to the nurse or other healthcare providers is called:
 a. the teach back method
 b. an orienting statement
 c. unrealistic expectation
 d. direct communication

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9. Discharge instructions for patients are usually written at what reading level?
 a. 4th to 5th grade
 b. 5th to 6th grade
 c. 6th to 7th grade
 d. 7th to 12th grade

e. strongly disagree