

Engaging the Health Care Consumer

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Health Literacy & PHRs: A barrier or empowerment Strategy?

Working definition of Health literacy

Chronic obstructive pulmonary disease and its management

The concept of self-management

Personal health records as self-management tool

Health literacy and PHRs using Nutbeam (2000) health literacy framework

Inquiry

.....to explore the concept of health literacy and its relationship to COPD patients' ability to achieve self-management through the use of personalized electronic health records.

Health literacy definition...

Kickbusch, Wait & Maag (2005)... “critical empowerment strategy to increase people’s control over their health”

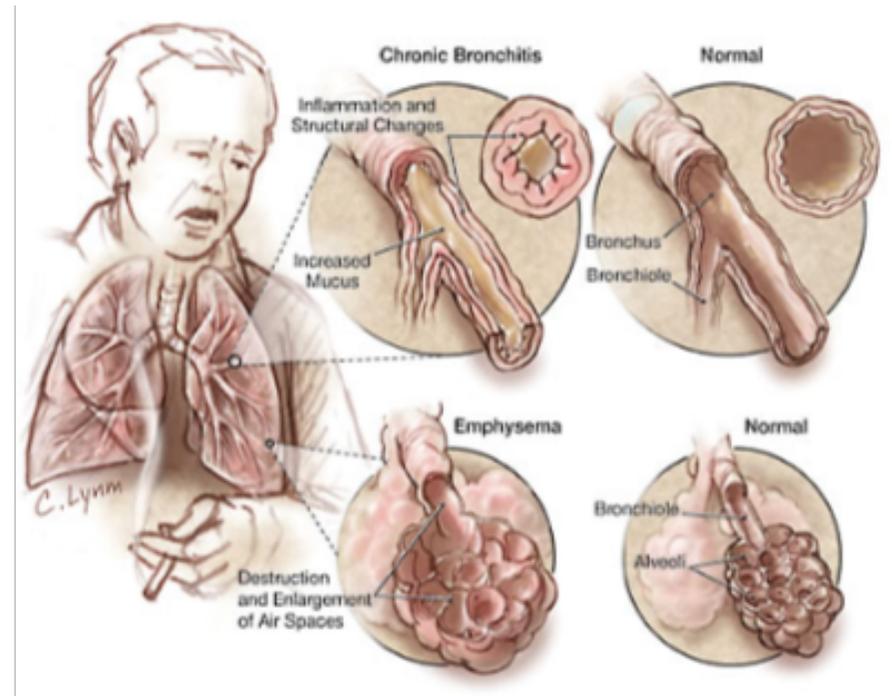
Zarcadoolas, Pleasant & Greer (2005) ...“to make informed choices, reduce health risks and increase quality of life” (p. 197).

COPD: What is the impact?

- fourth leading cause of chronic morbidity and mortality throughout the world
- ranks fifth as a worldwide burden of disease by 2020 by WHO
- complex care demands of COPD
- leading cause of hospitalization in the United States, particularly among older populations (55 – 75 years)

Overview of COPD

- progressive chronic airway inflammation
- airflow limitation that is not fully reversible
- chronic cough, sputum production, wheezing, dyspnea, forced expiration
- history of exposure
- limit normal physical activities of daily living that can negatively impact quality of life



COPD: management

- prevent disease progression and complications and relieve symptoms
- goals of health education are to ameliorate quality of life



Self-management

- paradigm shift
- expectations that individuals demonstrate the capacity to manage their health and wellbeing
- specific skills and knowledge
- autonomy & empowerment

Self-management

- participation in education designed to bring about specific outcomes
- preparing individuals to manage their health condition on a day-to-day basis
- practicing specific behaviours
- having the skills and abilities to reduce the physical and emotional impact of illness with or without the collaboration of the health care team

(McGowan, 2005)

Issues



- programs inaccessible
- unintended consequences
 - health inequalities
 - unnecessary risk

Personalized electronic health records

- strategy for self-management
- barriers:
 - health literacy
 - access
 - cognitive and physical disabilities

Personalized electronic health records

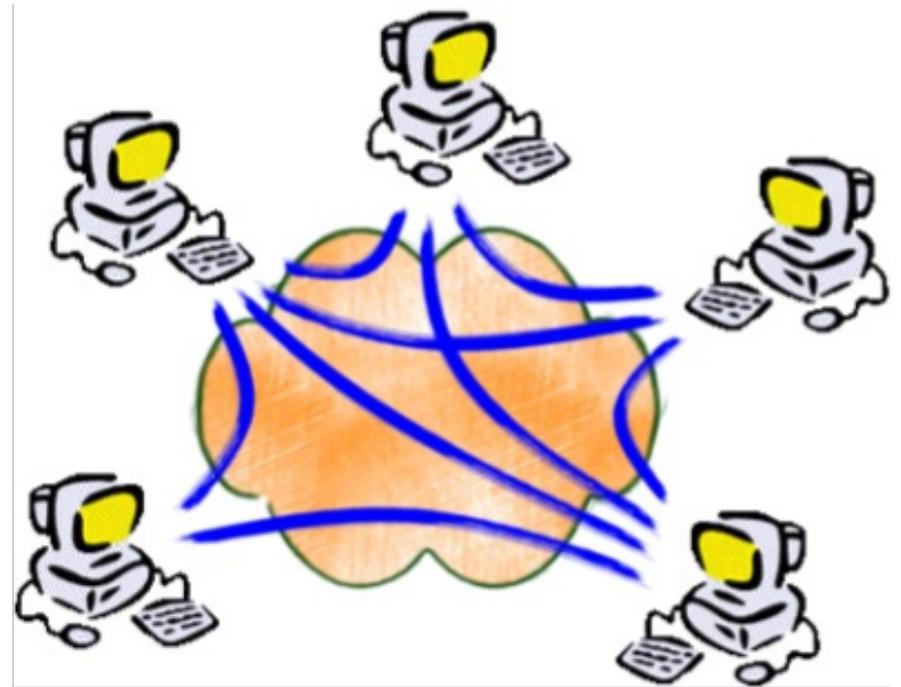
- generate health records and manage health information
- integrate with providers' information systems
- track health status in conjunction with providers
- book hospital appointments
- store and chart health indicators, e.g. BP
- auto-generated email reminders
- links to on-line health information

Nutbeam's Health Literacy Framework

- functional or basic
- interactive
- critical

Interactive Health Literacy: considerations

- on-line peer networks
- health information
- media literacy
- eHealth literacy



Critical Health Literacy: considerations



Empowerment

- based on foundational
- collaboration
- empowerment?

Conclusion

- COPD care complex
- PHR potential tool for self-management
- assess and match literacy levels
- collaborative approaches
- more research is necessary.....

PHR Example....



Questions??

