

CT Health Care Cabinet
Prescription Education workgroup
August 30, 2017
Question #3

How do we insure flexibility and appropriateness of diversity in population education?

Diversity and Social Determinants of Health

- Diversity and social determinants of health include at least linguistic needs, age, race/ethnicity, geography, income, health literacy, housing, food security, transportation, exposure to violence, employment, education, health behaviors, behavioral/mental health concerns, child care, stress, social isolations and supports, disability
- Methods should be culturally appropriate
- Ensure that diversity is a priority in developing communications to ensure success for each patient

Flexibility

- Adapting the message to respond to linguistic needs
- Adapt the message to accommodate diverse disabilities
- Accommodate different learning styles, i.e. visuals for older adults
- Recognize the evolving field of clinical pharmacy communications and encourage access to innovations and best practices for clinicians

Appropriateness

- Methods of learning should be appropriate to population, setting and need
- Use appropriate methods to ensure that education recipients can explain or demonstrate understanding of the message and capability of acting on it -- i.e. Teach-Back methods
- Choice of method should be patient-specific and field-tested
- Training for providers and caregivers in effective communications