



Creating an evidence-based health literacy training program for seniors

Workshop I: Health Literacy: Communicating with your Healthcare Provider
Workshop II: Finding Reliable and Accurate Health Information on the Internet

Needs Assessment

Evaluation Method

- Focus Groups

Findings

- All see providers regularly
- Many concerned about staying informed
- Many worried about others' ability to self-advocate
- Main sources of information are providers, information sheets, and Internet resources
- Many concerned about drugs, healthcare costs, and access to personal health information

Actions

- Revised content to include current health topics and drug information



Pilot Workshops

Evaluation Method

- Pre- and Post-Tests

Findings

- Multiple-choice tests too time consuming
- Results show increases on every post-test measure
- Participants indicate they know what questions to ask and will ask questions until they understand
- Participants report increased comfort in finding and evaluating online health information

Actions

- Revised tests to likert-scale format with added questions on content, format, and delivery

Outcomes Evaluation

Evaluation Method

- Survey (initially planned as focus group)

Findings

- No focus group response; 55% survey response rate
- More or same amount of information requested for each workshop
- Both workshops would be recommended to friends
- Several workshop tools used including visit plans and MedlinePlus
- Participants more empowered to ask questions and more successful in finding online health information

Actions

- Changed outcomes evaluation from focus groups to survey

Participants report feeling *more empowered* to ask questions and *more successful* in finding online health information

"I found the workshops most interesting and helpful. [I] have incorporated some of the ideas ... during ... visits to my medical facility. The computer sessions had lots of good sources which I have also used. All in all a very worth-while experience. Thank You"
-- Workshop Participant