

# BHH WELLNESS OBSERVANCE NEWSLETTER

This newsletter was created for the 14 Designated Behavioral Health Home Providers by the Administrative Service Organization (Beacon Health Options & Advanced Behavioral Health) and the CT Department of Mental Health and Addiction Services

OCTOBER 2020

## October is Health Literacy Awareness Month!

The July learning collaborative focused on health literacy and now is the perfect time to circle back around to this relevant and important concept!

Health literacy plays a crucial role in a client's **intellectual, emotional, physical, and mental wellness** and we cannot let this topic fall through the cracks, even in the midst of a pandemic. In fact, now is the perfect time to place health literacy at the core of our work, because it has never been more important to ensure clients are attending appointments, speaking with their doctors, and following the discussed plans for action. Clients have to be able to navigate their health and care plans while following social distance rules and experiencing isolation. Reach out to your clients and be sure they understand their health and healthcare needs!



### September Health Literacy Committee Meeting Notes



The BHH Health Literacy Committee held its first meeting on September 11th. As its first project, members of the committee will compile curriculums/presentations around the top ten medical health conditions and substance use disorders that are prevalent among our population. If your agency is already using existing curriculum, please forward the resources to [dperez@abhct.com](mailto:dperez@abhct.com).

[Click here](#) to view the notes from the September meeting.

The next meeting is scheduled for **Friday, October 9 at 11am**. Reach out to Denise Perez, [dperez@abhct.com](mailto:dperez@abhct.com), if you would like to attend!

### Becoming a Health Literate Organization - Share your Story!



As a follow-up to the July workgroup, we want to check in to see how your agency has been working towards becoming a health literate organization. Have you revised printed materials? Met with clients to discuss resource materials? Educated staff on the importance of health literacy? [Click here](#) to share your story!

### Assessing a Client's Health Literacy



One of the most important first steps in becoming a health literate organization is assessing the health literacy levels of your clients. Once we have a better understanding of their abilities, we can meet them where. By doing so, we can create a better client-provider relationship in which we see improved health literacy and health outcomes.

Visit the [CDC Health Literacy](#) page for a list of resources designed to help you better understand your audience!

### Staff Training on the Teach-Back Method



There are many moving pieces to improving the health literacy levels for both your clients and your organization. The Teach-Back Method is one of those key pieces! With the Teach-Back Method, we are ensuring our clients understand the discussed plans of action by asking them to repeat back to us the crucial parts of the conversation.

However, this is a skill we must learn to utilize properly as there is room for this approach to back-fire. In our attempts to improve communication, we do not want to belittle, demean, or embarrass our clients.

I encourage you and your staff to participate in the 45 minutes [Teach-Back Method Interactive Learning Module](#) created by the Institute of Healthcare Advancement.

For questions or to provide feedback, contact Denise Perez at [dperez@abhct.com](mailto:dperez@abhct.com)

