

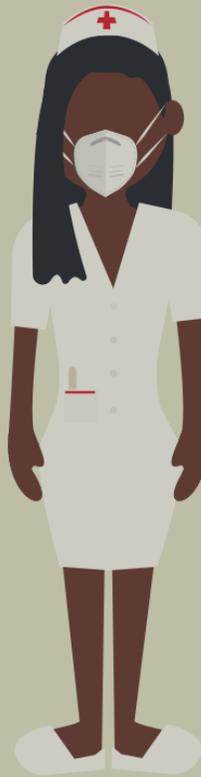
# COVID-19 TOOL KIT

## MEDICAL PROFESSIONALS

CLAYTON COUNTY  
HEALTH DISTRICT

### MANAGING COVID-19 PATIENTS

ASSESSING PATIENT'S UNDERSTANDING



PATIENT ACTIVATION MEASURE

HEALTH EQUITY RESOURCES

<https://www.claytoncountypublichealth.org>

Phone: 678-610-7361 or 678-479-2232

**"WHAT YOU DO  
TODAY CAN IMPROVE  
ALL OF YOUR  
TOMORROWS."**

**- RALPH MARSTON**

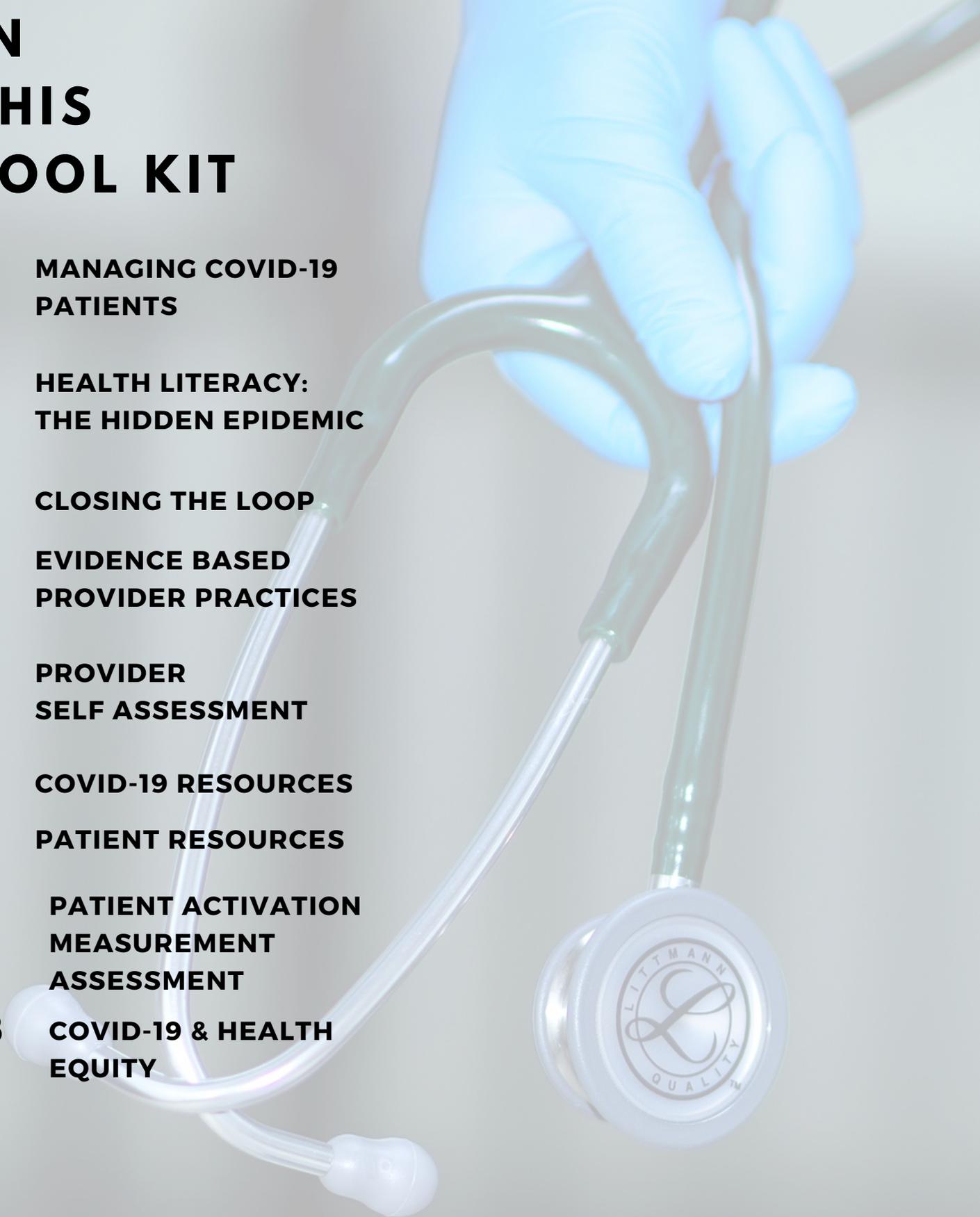
Stop  
COVID-19

**CLAYTON COUNTY COVID-19 TOOLKIT**  
DESIGNED BY  
**MOREHOUSE SCHOOL OF MEDICINE**  
GRANT NUMBER: 1 CPIMP211260-01-00



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# MANAGING COVID-19 PATIENTS

“The ability to communicate is probably the most important skill a physician can possess,” says Dr. Bernard Remakus, Internist and author. “The ability to convey genuine concern about and interest in a patient is an integral and inseparable part of the medical communications process.”

[Clinical Care Quick Reference](#)

[Post-COVID Conditions](#)

[Therapeutic Options](#)

[Telephone Response Guide](#)

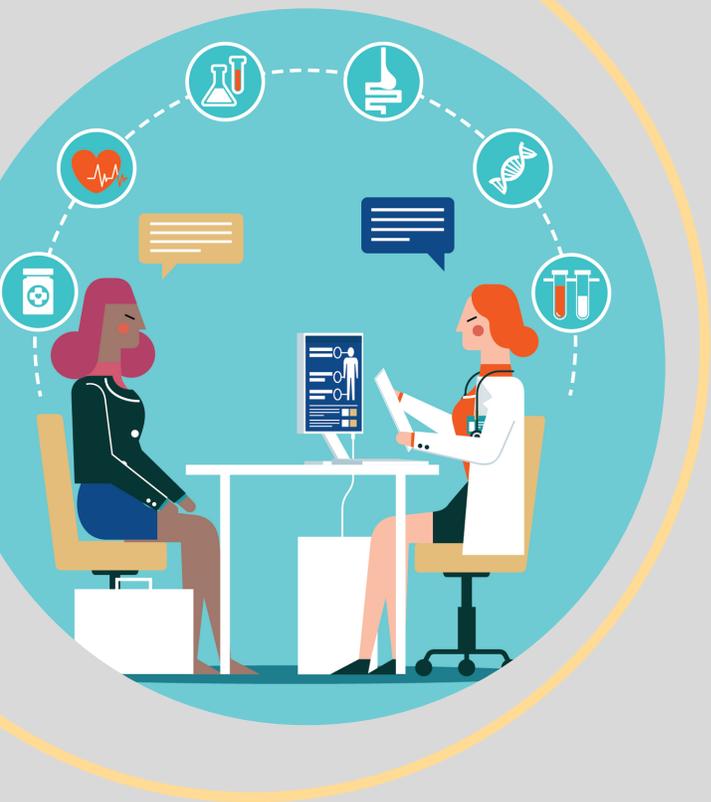
[Getting Care for Patients at Home](#)

[Stay Up-To-Date With Current & Future Variants](#)



# Health Literacy

## The Hidden Epidemic



National Assessment of Adult Literacy found that nearly half of the US population has inadequate literacy.



Physicians can unknowingly present health information at a literacy level higher than their patients can grasp.



Even individuals with adequate literacy may still have difficulty understanding written and spoken health care information because of the medical terminology and jargon that is used in the health care environment.

[CLICK HERE TO LEARN MORE.](#)



# Closing the Loop

Accessing the patient's understanding

**Promoting understanding of care plans enables patients to make informed decisions about their care and to follow care plan recommendations. Patients may be embarrassed to report that they do not understand relevant health information. Use this checklist to ensure your patient understands their care plans.**

Did I involve the patient?

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Did I check their understanding?

---

Does the patient know:

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1. Their main problem.

---

2. What they need to do.

---

3. Why it's important for them

---

to follow guidance.

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# Evidence Based Provider Practices

## 1. Teach Back

The teach-back method is a way of checking understanding by asking patients to state in their own words what they need to know or do about their health. It is a way to confirm that you have explained things in a manner your patients understand. The related show-me method allows staff to confirm that patients are able to follow specific instructions (e.g., how to use an inhaler).

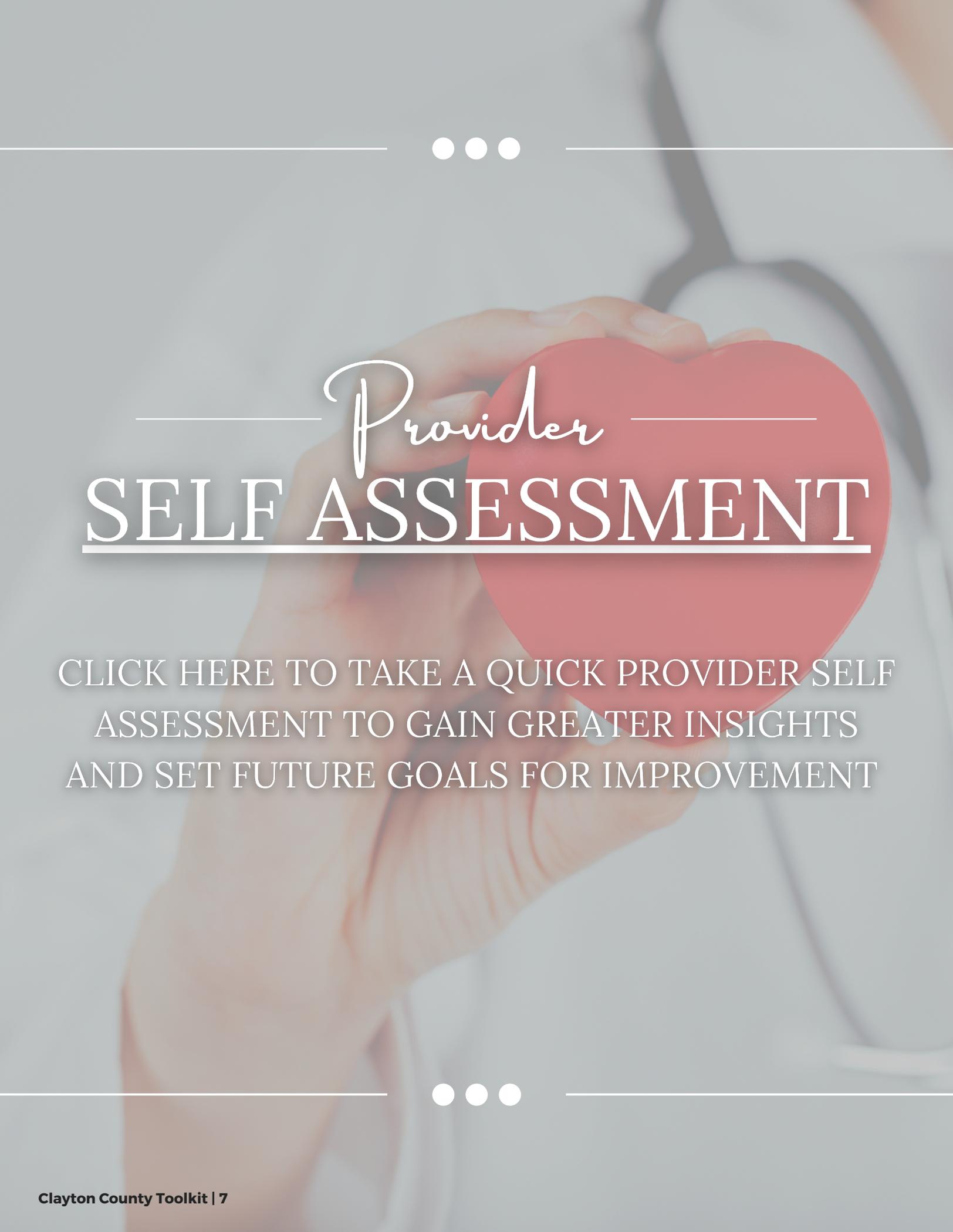
## 2. Brown Bag Medicine Review

A common practice that encourages patients to bring all of their medications and supplements to medical appointments. This provides clinical staff with an opportunity to review and discuss the medications that the patient is taking.

## 3. Ask Me 3

Intended to help patients become more active members of their health care team, and provide a critical platform to improve communications between patients, families, and health care professionals.

**Click on each evidence based provider practices to learn more about increasing patient understanding.**



Provider  
SELF ASSESSMENT

CLICK HERE TO TAKE A QUICK PROVIDER SELF  
ASSESSMENT TO GAIN GREATER INSIGHTS  
AND SET FUTURE GOALS FOR IMPROVEMENT



Check out the links below for the latest, cutting edge information.

## COVID-19 Resources

**Advocacy Efforts**

**CARES Act  
Provider Relief Fund**

**COVID-19  
Video Update Series**

**COVID-19  
Vaccine Resources**

**COVID-19  
CPT Vaccine Codes**

**Telemedicine in Practice**

**CDC COVID-19  
Webinar Series**

**COVID-19 Guide to  
Keep Your Health Care  
Office Safe**

**STAY UP-TO-DATE WITH REALTIME RESOURCES BY VISITING THE  
CLAYTON COUNTY HEALTH DISTRICT WEBSITE.**

# RECOMMENDATIONS FROM THE AMERICAN MEDICAL ASSOCIATION (AMA)

## KEEP YOUR PATIENTS INVOLVED

According to Healthy People 2030, "52.8% of adults aged 18 years and over reported that their health care providers always involved them in decisions about their health care as much as they wanted in 2017"

**Recommend this resource to your patients.**

healthfinder.gov is a trusted source for reliable prevention information for patients. The website provides resources to support patients as they make decisions about their health. It is an interactive tool with personalized and evidence-based recommendations for life-saving preventive services. The tool offers actionable, plain-language prevention guidance and information based on a patient's self-reported age, sex and pregnancy status.

SOURCE: AMERICAN MEDICAL ASSOCIATION (AMA)



## How can this toolkit be used in clinical practice?

“Health care providers refer their patients to [healthfinder.gov](https://healthfinder.gov) and [myhealthfinder](https://myhealthfinder.gov) to foster shared decision-making about how to prevent disease and stay healthy,” Linda M. Harris, PhD, director of the Division of Health Communication and eHealth in the ODPHP, told *AMA Wire*<sup>®</sup>.

The website “offers ‘questions for the doctor,’ which can be referred by providers to encourage patients to prepare for their visits,” she said. “[The] resources for consuming less sodium are [also] popular. Other examples of recent popular topics include tips for choosing a doctor, well-woman visits and colorectal cancer screening.”

“Well-informed patients are better prepared to actively engage in making decisions about their care,” Harris said. “Many people are using the [myhealthfinder](https://myhealthfinder.gov) tool to learn more about preventive services that are relevant to them,” she said. “The Health Topics A to Z and the [myhealthfinder](https://myhealthfinder.gov) tool can be easily integrated into any website for free. This means that any organization can share the most recently vetted, evidence-based prevention information and personalized preventive services recommendations with their audiences.”

# PATIENT ACTIVATION MEASUREMENT ASSESSMENT

More hospitals, health plans and employers are scoring patients on how engaged they will be in their care using an assessment called the Patient Activation Measure, or PAM. Scores make it easier to customize information, coaching and other interventions. The aim is for patients, rather than feel overwhelmed by instructions, to become confident that they can change their own behavior.

The assessment gives patients scores from 0 to 100 by asking how strongly they agree or disagree with 13 statements, such as "I am confident that I can tell a doctor my concerns, even when he or she does not ask." Based on their scores, patients are categorized into one of four activation levels.

## HOW WELL DO YOU THINK YOUR PATIENTS SCORE?

### The Four Levels of Patient Activation

LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
<p><b>Predisposed to be passive</b></p> <p>Patients lack the confidence to play an active role in their health.</p> <p><i>'My doctor is in charge of my health.'</i></p> <p>GENERAL POPULATION: <b>10-15%</b></p>	<p><b>Building knowledge and confidence</b></p> <p>Patients have some knowledge but large gaps remain. They can set simple goals.</p> <p><i>'I could be doing more.'</i></p> <p><b>20-25%</b></p>	<p><b>Taking action</b></p> <p>Patients have the key facts and are building skills. They are goal-oriented.</p> <p><i>'I'm part of my health-care team.'</i></p> <p><b>25-30%</b></p>	<p><b>Maintaining behaviors, pushing further</b></p> <p>Patients have adopted new behaviors but may struggle in times of stress or change. Healthy lifestyle is a key focus.</p> <p><i>'I'm my own advocate.'</i></p> <p><b>20-25%</b></p>

Source: Insignia Health

**"PATIENT ACTIVATION" IS A MEASURE OF HOW ENGAGED PATIENTS WILL BE IN THEIR OWN CARE.**

## **PRIORITIZING EQUITY**

Click here to view our Online toolkit to watch the video.

## **HOW PATIENTS CAN TAKE CHARGE OF THEIR OWN HEALTH**

Click here to view our Online toolkit to watch the video.

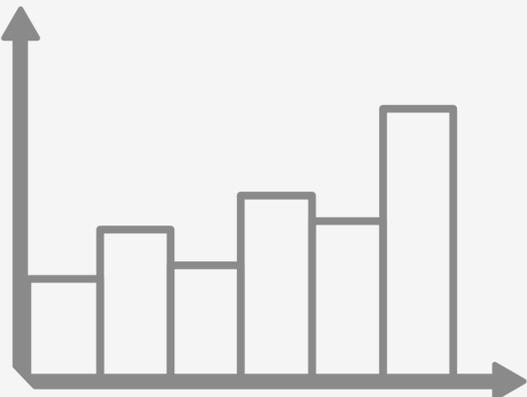
[Click here to view our Online toolkit to watch the video.](#)

# COVID-19 & Health Equity

COVID-19 has disproportionately affected racial and ethnic minority groups, with high rates of death in African American, Native American, and LatinX communities.

## Health Equity by the Numbers

- COVID-19 Hospitalization and Death by Race/ Ethnicity
- COVID-19 Racial and Ethnic Health Disparities
- Health Equity Considerations
- Minority Health Social vulnerability Index Explorer



STAY HEALTHY

CLAYTON

COUNTY

STAY SAFE

For the most up-to-date  
information on COVID-19.  
[Click here.](#)

