Engage2:
Implementing a Health Literacy Protocol for Patient Assessment and Engagement
Health Literacy - Assessment

The image illustrates the concepts of "Equality" and "Equity" through a visual metaphor of children standing behind a fence at a baseball game.

- **Equality** involves providing people with the same equipment or opportunities, regardless of their needs.
- **Equity** involves providing people with what they need to be successful, differing based on their needs.

The children on the left (Equal) are all standing on the same level, while those on the right (Equitable) are standing on different boxes to reach the same height as the last child.
PICOT Question

In a Progressive Care Unit (PCU) patient population, will the implementation of a standardized patient engagement strategy in conjunction with an RN-patient teaching educational in-service improve HCAHPS scores in the domain of RN Communication, as compared to current practice, over a 4 month period?
Protocol:

1. What do you know about your (health condition)?

2. What would you like to know about your (health condition)?
Tell me more…
Engaging Patients and Families in the Education Process

Be Engaging
Elevator Pitch