



Providing Higher Quality Care by Promoting Health Literacy

Health literacy is the degree to which individuals have the capacity to obtain, process, and understand basic healthcare information which leads to the ability to make appropriate healthcare decisions.

Many people, and not just those with limited reading skills or for whom English is a second language, have trouble understanding basic healthcare information and directive. According to the National Action Plan to Improve Health Literacy, nearly 9 out of 10 adults have difficulty using routine healthcare information. That's probably because providers use complex, confusing terminology and language when sharing information. At Capital Health Home Care, we believe health literacy starts with simplified, effective communication and continues when we encourage our patients to ask questions.

When people struggle to understand healthcare information, they are more likely to skip necessary medical tests, miss appointments and visit the urgent care, emergency room and hospital. They are also more likely to make mistakes with their medications.

We encourage patients to take ownership in their recovery and wellness by teaching and talking in ways that make sense to the patient. We teach patients how to better manage their condition or conditions so that they can get back to living life on their terms. Our focus is to promote shared understanding of expectations, disease processes and restoration.

Here's what we can do for our patients...

Problem Solving: We teach skills sets to help patients recognize, monitor & react to early symptoms that identify exacerbation.

Action Planning: We help patients develop strategies for making and keeping commitments to change unhealthy behavior.

Teach-Back: We ask patients to repeat back what we have taught to ensure that we have done our job at conveying information in a way they understand.

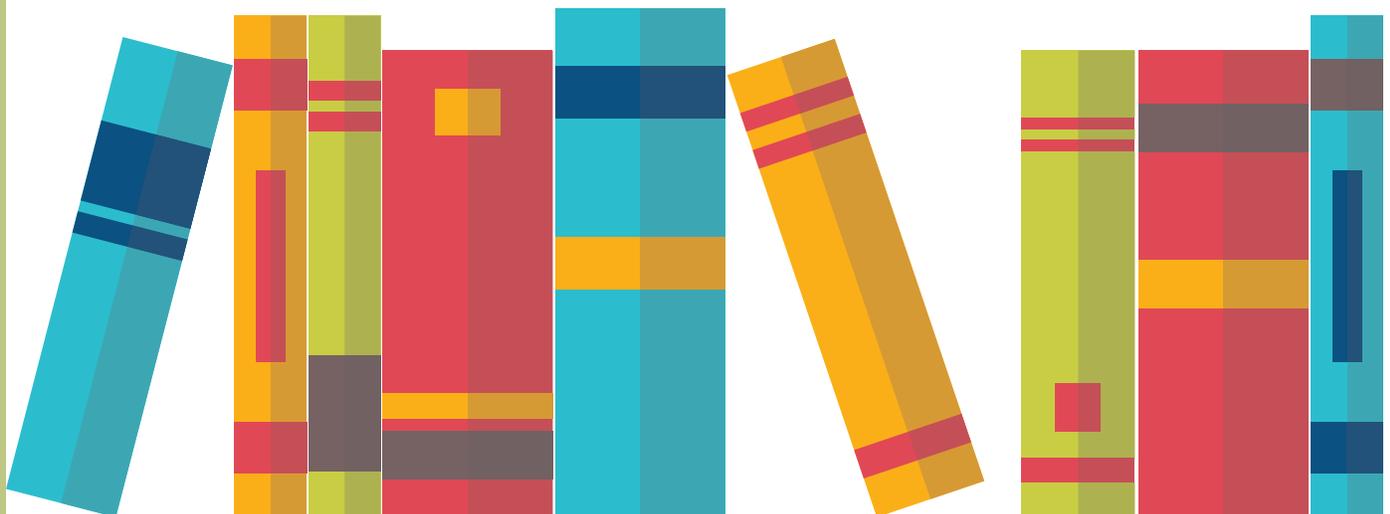
Contact your local Capital Health Home Care provider to learn more today!

October is Health Literacy Month!

"Health Literacy" is the ability to read, understand and act upon healthcare information. A significant gap exists between the way health care is communicated and the ability to understand it.

The theme for Health Literacy Month is "Be a Health Literacy Hero." Health literacy heroes are individuals, teams and/or organizations who identify health literacy problems and then act to bridge the gap.

The good news is that health care providers, like Capital Health Home Care, are working to close the gap. One of the resources used is the *National Action Plan to Improve Health Literacy*. We are working to simplify written material and communicate more effectively with our patients. We know that it is our responsibility to make sure that our patients understand their health conditions.



Ashtabula, Dublin & Steubenville named HomeCare Elite® in 2018!

Capital Health Home Care in Ashtabula, Dublin and Steubenville were just named HomeCare Elite® winners for 2018. HomeCare Elite® status is the most sought after recognition in home health care. HomeCare Elite® names the top 25% of agencies in October each year based on performance measures including quality of care, quality improvement, patient experience, process measure implementation, and financial management. There are around 12,000 Medicare-certified home health care providers nationwide.

Debbie Boyle, Administrator at Capital Health Home Care in Ashtabula, is a Registered Nurse who has worked in healthcare for decades. "We have an incredible team here with longevity that is unheard of in our industry. Some of our people have been with Capital for ten, fifteen and twenty plus years. The fact that we have been together so long makes it possible for us to deliver the highest quality of care year after year." she said.

"I am impressed every day with the teamwork and commitment at Capital Health Home Care in Dublin." That statement comes from Babur Khan, Administrator at Capital Health Home Care in Dublin and LNHA. Babur recently moved from our senior care (nursing home) division to our home care division.

Capital Health Home Care serves 27 Ohio counties and 4 West Virginia counties including the greater Dayton region, the greater central Ohio region, the Ohio Valley and the northeast corner of Ohio. There are 795 Medicare-certified home health care providers in Ohio.



CHRONIC DISEASE MANAGEMENT AT HOME

Capital Health Home Care teaches patients with chronic illnesses – such as diabetes, heart failure and breathing problems – to better manage their diseases.

Our clinicians are specially trained in chronic disease management. We use a patient-centered approach to help patients in their homes learn ways to successfully manage their illnesses. Through coaching and education, patients and families learn self-management skills that help them feel more confident and live healthier lifestyles. We focus on promoting informed lifestyle choices, risk-factor modification, and active patient self-management. Our success depends on clear and concise communication.

We know the single most important factor in wellness and the recovery process is the patient. Some patients require more education and support than others, but the key is always high levels of active participation and engagement across the board.

capitalhealthhomecare.com



NOV ANNOUNCEMENTS:

»**» COPD Awareness Month!**

Daylight Savings Time Ends

November 4th

Election Day

November 6th



Veterans Day

November 11th

World Kindness Day

November 13th

Thanksgiving

November 22nd



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