



# *But do they understand?*

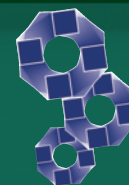
## Communicating with Patients and Caregivers

**UPDATED!  
NEW  
MATERIALS!**

### **A WORKSHOP FOR PROFESSIONALS IN HEALTH CARE & RELATED FIELDS**

**OFFERED ON TWO DATES:**

- FRIDAY, OCTOBER 20, 2006
- FRIDAY, FEBRUARY 23, 2007



The Centre  
for Literacy  
of Quebec

### THE ISSUE

Last year, Jacques Demers brought public attention to the reality of adult literacy by sharing his lifelong struggle with reading and writing. A 2003 national survey of adult literacy skills, that included a component of health-related tasks, confirmed that up to fifty percent of adult Quebecers still have some degree of difficulty with everyday reading materials. These difficulties can be caused by lack of education, visual, hearing or cognitive impairment, language or cultural differences, or a combination of these barriers. Today, the health care system is changing rapidly. New technologies, new institutional structures, shorter hospital stays, and more emphasis on prevention require patients to manage and make significant decisions about their health. Being able to handle these demands is called “health literacy”.

Methods of communicating health information have changed little in the past fifty years despite new knowledge and new technologies. Most health information is still printed, in pamphlets or on sheets, without distinguishing among various audiences, many of whom cannot understand them. Most on-line information does not account for the general lack of reading and analytical skill. Most professionals do not consult with target audiences to decide how to best present information, and do not pilot-test materials before producing them.

Despite these, successful health communication can occur when barriers to the process are recognized and appropriate tools are used to minimize the difficulties.

### THE SOLUTION

A workshop that provides initial training for health care and social service professionals who want to improve their ways of identifying barriers and communicating with clients

<b>Title:</b>	Communicating with Patients and Caregivers
<b>Facilitator:</b>	Linda Shohet The Centre for Literacy
<b>Place:</b>	Hotel du Fort, Montreal
<b>Time:</b>	9:00 a.m. to 4:00 p.m.
<b>Fee:</b>	\$100 includes materials, lunch and refreshments

Participants should bring a piece of information or instructions that they want to revise.

We can customize this workshop for your organization, institution or interest groups of 20 or more people.

### THE FACILITATOR

Linda Shohet is a researcher and facilitator in adult basic education with expertise in health literacy and communication. She has presented internationally and written widely on the subject. As Executive Director of The Centre for Literacy of Quebec, she has managed the Health Literacy project at the Montreal General Hospital (MUHC). Currently she is serving on the Expert Panel on Health Literacy with the Canadian Public Health Association.

