

Ask Me 3

Category	Description of most important intervention from cluster	Remarks with regard to other interventions in the same cluster
Title of intervention	Ask Me 3	<i>Titles of others:</i> Script your future
Objectives	<p>Objectives IROHLA taxonomy</p> <ul style="list-style-type: none"> ✓ To inform and educate older adults and/or professionals ✓ Improving skills of older adults and/ or professionals ✓ To support behaviour change and maintenance ✓ To facilitate involvement of individuals at the system level <p>Short description of the objectives of the intervention</p> <p>Ask Me 3 and the Ask 3 Questions can help to improve health communication between patients and health professionals by encouraging the patient to ask three questions during each visit and by improving health professionals communication techniques. Also it raises awareness of shared decision making.</p>	
Target groups	<ul style="list-style-type: none"> ✓ professionals working with (carers/caretakers of) 50+ ✓ professionals working with (carers/caretakers of) 50-65 ✓ professionals working with (carers/caretakers of) 65-80 ✓ professionals working with (carers/caretakers of) 80+: ✓ others: general population, including older age groups and vulnerable groups. <p>Short description of the target groups</p> <p>General patient population</p>	
Problem analysis	<p>Scope, distribution and consequences of the problem</p> <p>Low health literacy is an enormous cost burden on the American healthcare system. Annual health care costs for individuals with low literacy skills are 4 times higher than those with higher literacy skills. Problems with patient compliance and medical errors may be based on poor understanding of health care information. Only about 50% of all patients take medications as directed. Patients with low health literacy and chronic diseases, such as</p>	

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	<p>diabetes, asthma, or hypertension, have less knowledge of their disease and its treatment and fewer correct self-management skills than literate patients. Patients with low literacy skills were observed to have a 50% increased risk of hospitalisation, compared with patients who had adequate literacy skills. Research suggests that people with low literacy:</p> <ul style="list-style-type: none"> • make more medication or treatment errors, • are less able to comply with treatments, • lack the skills needed to successfully negotiate the health care system, • are at a higher risk for hospitalisation than people with adequate literacy skills. <p>Studies show that people who understand health instructions make fewer mistakes when they take their medicine or prepare for a medical procedure. They may also get well sooner or be able to better manage a chronic health condition.</p>	
<i>Please give a short description of the modifiable determinants of older adults.</i>	<p>Modifiable determinants of older adults</p> <ul style="list-style-type: none"> • Patient doctor communication skills/shared decision making • Awareness of shared decision making 	
<i>Please give a short description of the modifiable determinants of professionals.</i>	<p>Modifiable determinants of professionals</p> <ul style="list-style-type: none"> • Awareness of low health literacy • Awareness to use plain and simple explanations • Communication skills 	
Components of the intervention	<p>Components</p> <ul style="list-style-type: none"> ✓ Health professionals were taught to incorporate and answer each of the questions during interactions with patients and families in the U.S. pilot ✓ Website ✓ Written information materials (leaflets) ✓ Other: DVD is played in waiting room <p>Description of components</p> <p>Ask Me 3 questions, encourages people to ask their health professional (doctor, nurse, pharmacist and other providers) the following questions at the end of every health appointment or consultation, when preparing for a medical test or procedure or when</p>	



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	<p>picking up medicine:</p> <ul style="list-style-type: none"> • What is my main problem? • What do I need to do? • Why is it important for me to do this? <p>It includes social marketing on sites via resources (leaflets, brochures , DVD.) for patients. The same material is available for doctors in order to distribute it to their patients. For health professionals are additional information and tips available to be able to answer the questions in a simple and plain way.</p> <p>The Askme3 advanced approach includes a training for health professionals (nurses, doctors, physician assistants), receiving training on 4 different evidence based communication techniques.</p>	
Approach	<p>Theoretical models used Social marketing and communication models.</p> <p>Didactics used Evidence based communication techniques such as teach back methods.</p> <p>Techniques used Social marketing techniques, communication techniques</p> <p>Contexts Within hospital or GP practice</p> <p>Stakeholders involved Health professionals and health staff</p>	



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Resources and qualifications	<p>Duration of the intervention The advanced approach 8 months pilot on each site</p> <p>Financial costs for the implementing organisation</p> <ul style="list-style-type: none"> • Staff and patient time • Communication support (interpreters, signers for the deaf) • You will require pre-printed Ask Me 3 forms to hand to patients • Publicity materials can be downloaded from the National Patient Safety Foundation and Cardiff and Vale University websites. <p>Required competencies of professionals</p> <ul style="list-style-type: none"> • Be able to explain in simple and plain language. • Be able to use teach back technique. 	
Implementation	<p>Implementation strategy Raise awareness of this initiative with staff prior to its implementation. It is also important to raise patient awareness of the benefits of asking the above three questions. Healthcare staff should encourage patients to use the 3 questions when they are waiting for their appointment or when they arrive at the reception desk.</p> <p>To help promote Ask Me 3, there are many free materials available to download from National Patient Safety Foundation's website: brochures and posters. There is also a DVD available which could be used within waiting areas. It is important, however, to be mindful that continuous playing of a DVD may become irritating to patients and reception staff, particularly if it is a small waiting area. Whilst the patient is waiting to be seen they should be provided with a pre-printed 'Ask Me 3 form' which they will take into their consultation and use to write down the answers to the three questions.</p> <p>However, some patients may find this daunting especially if they have writing problems and alternative methods should therefore be explored and offered. For instance, the health professional could offer to tape the answers.</p>	

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Transferability	It is implemented in Australia (NPSF) as well as in the UK. The materials are available from a website of NPSF.	
Evaluation	<p>Methods used</p> <p>Pre-post evaluation to test the effects of ask me 3 material and advances approach via patient surveys and health professional surveys.</p> <p>Source: Amy Six-Means, Thomas K. Bauer, Reba Teeter, Denise Seagraves, Lisa Cutshaw & Louann High. Building a Foundation of Health Literacy with Ask Me 3™ <i>Journal of Consumer Health On the Internet</i> Vol. 16, Issue 2, 2012</p>	
Effectiveness	<p>Design</p> <p>Novant Health pilot tested the implementation of Ask Me 3 in certain units of two hospitals and several physician practices in 2009. Initial efforts to educate patients, especially in the acute care setting, to ask the three program questions proved difficult due to their illness and the general stress of hospitalisation. Instead, clinicians were taught to incorporate and answer each of the questions during interactions with patients and families. This approach proved successful.</p> <p>Findings</p> <p>Increased awareness of health literacy concerns, which became more noticeable to providers and clinicians as the program was practiced, led to the development of patient education materials using this program as a guideline. The intervention yielded positive results for certain patient populations, including increased understanding among patients with congestive heart failure (CHF) regarding their medical condition and how to manage it and a reduction in preventable hospital readmissions for CHF patients.</p> <p>In an exploratory study in 2008, Miller et al evaluated the Ask Me 3 programme in US pharmacies. They concluded that the programme was a practical tool that creates awareness and reinforces principles of clear health communication and strives to improve health literacy.</p> <p>There are some doubts as to its effectiveness when Ask Me 3 is used as a standalone tool. Many resources suggest using it in conjunction with the teach-back technique.</p>	



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<i>What are the key elements/components of the intervention that must stay intact in order to have a effective intervention?</i>	Key elements Website with resources for patients and for professionals: leaflets, brochures etc., DVD and online tips for health professionals.	
Level of evidence	<ul style="list-style-type: none"> ✓ Case-control studies or case-reports ✓ Expert opinions 	
Sector	Health sector Private sector	
Country of development	USA	
Provider	<i>Name:</i> National Patient Safety Foundation <i>Organisation:</i> National Patient Safety Foundation <i>Type of organisation:</i> <i>Post address:</i> 268 Summer Street · 6th Floor Boston, MA 02210 USA <i>Telephone number:</i> (617) 391-9900	<i>Title:</i> Script your future http://www.scriptyourfuture.org/
Relevant documents/links	Relevant documents <ul style="list-style-type: none"> • Shepherd H, Barratt A, Trevena L, et al. Three simple questions to increase information about treatment options and patient involvement in healthcare consultations. <i>Patient Education and Counselling</i>. 2011;84:379–85 • Amy Six-Means, Thomas K. Bauer, Reba Teeter, Denise Segraves, Lisa Cutshaw & Louann High. Building a Foundation of Health Literacy with Ask Me 3™ <i>Journal of Consumer Health On the Internet</i> Vol. 16, Issue 2, 2012 Relevant links <ul style="list-style-type: none"> • http://www.scottishhealthcouncil.org/patient_public_participation/participation_toolkit/ask_me_3.aspx#.VcnQ7OkVgcA • http://www.cardiffandvaleuhb.wales.nhs.uk/ask3 • http://www.npsf.org/?page=askme3&terms • http://www.tandfonline.com/doi/pdf/10.1080/15398285.2012.673461#.VcnKKeVgcA 	http://www.scriptyourfuture.org/



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	<ul style="list-style-type: none"> • https://www.dhs.wisconsin.gov/publications/p0/p00869.pdf • http://managemypractice.com/can-patient-safety-be-improved-by-asking-three-questions/ 	

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