**Module 1**

|  |  |
| --- | --- |
| **MODULE :** | **HEALTH LITERACY &COMMUNICATION SKILLS** |
| **GENERAL GOAL(S):** | The general aim of the module is to understand a health problem and to be able to learn how to express health worries and problems to the health professionals |
| **LEARNING OUTCOMES (general):** | By the end of the module, participants will be able to:   * *Understand the dimensions of health literacy and to be able to search and apply health information accurately* * *Identify a health problem and describe it accurately (assess, appraise and implement dementia specific information when describing symptoms)* * *Awareness of information that needs to be provided to health care professionals and ability to process accurately their response* * *Communicate successfully with the Health Care Professional and the patient* * *Distinguish between carers’ and patients’ needs (Burden of care)* * *Identification of an emergency* |
| **LEARNING OUTCOMES (ICT):** | By the end of the module, participants will have strengthened the following skills:   * *Communication in health care conditions* * *Preparation before a health care visit* * *Emergency steps* * *Constructive interaction between health care professional and patient* |
| **DURATION:** | 2 hours |
| **MATERIAL NEEDED:** | Multimedia, PPT presentations, papers, pens, student toolkit, student exercise book,tablets |
| **ORDER OF ACTIVITIES:** | **Step 1**  **Ice breaker (PPT Module1\_STEP1)**  **(10 Minutes)**  **“***When was last time that i visited the doctor and how much my visit lasted”*  *Presentation of the team and the participants.*  *Each participant should write on a piece of paper the answer to the following question: Imagine you are a health care professional. What kind of information would you expect from a patient in order to help him the best you could?”* |
|  | **Step 2 – Introduction to the topic on Health literacy and Empowerment**  **(PPT Module1\_STEP2)**  **(15 minutes)**  *Trainer will present briefly the concepts of health literacy and empowerment based on the relative presentation and video* ***(*Video1\_ Module1\_ Health\_ Literacy)**.  **Making decisions about dementia related issues (Annex1\_Module1\_Leaflet)**  **(15 minutes)**  *Trainer presents the basic concept in dementia care and asks from trainers to prepare a leaflet including the chapters that they would be interested to read in a leaflet for disease info* |
|  | **Step 3– Communication skills**  **Introduction to the topic (PPT Module1\_STEP3)**  **(10 minutes)**  *Trainer introduces the purpose of the module and the learning outcomes of it. Then they ask the participants to describe briefly a visit to the doctor: How would they describe the experience? Do they understand each other? Do they leave from the office with the seeking answers and information? If no, what do they think it’s missing?*  *Trainer introduces the topic of the module with a short PPT presentation (What is communication, Types of communication, What is a symptom, How to describe a symptom to a health care professional, Preparation before the visit)*  **Interviews (Video2\_Module1\_Doctor AND Video3\_Module1\_Carer)**  **(15minutes)**  *The participants will watch a short video of a doctor explaining what doctors expect from them in a health care visit. This short video will contain all the necessary information that a patient should know before and during the visit for the best possible communication.*  *The participants will watch also a short video of a caregiver explaining what a caregiver is seeking from a visit to the doctor.*  *Then there will be a short discussion between the trainer and the participants concerning these videos. Any new useful information from the doctor which they didn’t know before? Any similar situation with the caregiver of the video?*  **Role-playing(Annex2\_Module1\_Roleplaying)**  **(10 minutes)**  *One trainer will be the health care professional and a second trainer will be the patient. There will be a role playing with a constructive communication method (Role-play 1) and a role playing with an insufficient communication method (Role-play 2).*  *The participants will then be asked which of the two visits was more useful in reaching their goal and why.* |
|  | **Step 4 – Ability to distinguish between personal and patient’s needs(PPT Module1\_STEP4)**  **(15 minutes)**  *Trainer will briefly introduce what are caregivers’ needs and what are patients’ needs in a PPT presentation. Brief introduction to the most common caregiver’s needs and the most common patient’s needs. Emphasis will be put on the distinction between them and their accurate presentation to health care professionals.*  *Finally, a video concerning carers’ needs and how we can help them will be displayed* (**Video4\_Module1\_Support\_Carers)** |
|  | **Step 5 - Tips for the promotion of better communication and improvement of health literacy(PPT Module1\_STEP5)**  **(10 minutes)**  *The trainer will briefly summarize in a PPT presentation some important tips concerning successful health care visit/communication and health literacy. Also will give some tips on how to choose a suitable doctor.*  *The trainer will disscuss with the participants the communication before and after the training. What did they learn? What new strategies will develop for future visits?* |
|  | **Step 6 – Identifying emergency steps (PPT Module1\_STEP6)**  **(15 minutes)**  *Trainer will ask participants what is an emergency situation in their opinion and if they have an experience of an emergency. If yes, how did they react? What is the memory/feeling they have from their experience?*  *Trainer will briefly introduce in a PPT what is considered to be an emergency case. Then, the trainer will present one by one the steps to be followed in case of an emergency. Trainer will also provide a video concerning Recovery position* **(Video5\_Module1\_Recovery\_position)** *and an example of relaxation technique (diaphragmatic breathing,* **Video6\_Module1\_Diaphragmatic\_breathing)** |
|  | **Step 7 – Closing activity**  **(5 minutes)**  *Trainer gives participants a questionnaire to collect feedback on the module*  *Trainer explains to participants how to enter the website to find the videos of the module and how to use student toolkit.* |
| **EVALUATION OF THE MODULE:** | *The module will be evaluated by the use of an evaluation questionnaire.*  *Trainer will collect the results of the questionnaire and will compare them,*  *analyzing the level of knowledge reached and the level of satisfaction about*  *the module.* |
| **BACKGROUND CONTENTS AND HANDOUTS** | ***PPT PRESENTATIONS:***   * + - * PPT Module1\_STEP1       * PPT Module1\_STEP2       * PPT Module1\_STEP3       * PPT Module1\_STEP4       * PPT Module1\_STEP5       * PPT Module1\_STEP6   ***VIDEOS:***   * Video1\_Module1\_Health\_Literacy * Video2\_Module1\_Doctor * Video3\_Module1\_Carer * Video4\_Module1\_Support\_carers * Video5\_Module1\_Recovery\_position * Video6\_Module1\_Diaphragmatic\_breathing   ***ANNEXES:***   * Annex1\_Module1\_Leaflet * Annex2\_Module1\_Roleplaying * Annex3\_Module1\_Glossary * Annex4\_Module1\_Evaluation\_Questionnaire * Student Toolkit |