

Implementing *Ask Me 3* Approach into Adult Learning through the Kalamazoo Literacy Council

December 15, 2020

Purpose

- Educate adult learners of Kalamazoo Literacy Council on *Ask Me 3*
- Breach the digital divide in a time of COVID-19
- Improve the health literacy of Kalamazoo County

Related Research

Ask Me 3: Improving Communication in a Hispanic Pediatric Outpatient Practice

Mika, V. S., Wood, P. R., Weiss, B. D., & Treviño, L. (2007).

Promoting Health Communication Between the Community-Dwelling Well-Elderly and Pharmacists: The Ask Me 3 Program

Miller, M. J., Abrams, M. A., McClintock, B., Cantrell, M. A., Dossett, C. D., McCleary, E. M., McGee, M. J., O'Keefe, K. J., & Sager, E. R. (2008)

Implementing Ask Me 3 To Improve African American Patient Satisfaction and Perceptions of Physician Cultural Competency

Michalopoulou, G., Falzarano, P., Arfken, C., & Rosenberg, D. (2010)

Approach

Participants: learners of the Kalamazoo Literacy Council Virtual Learning Center

Intervention: presentation of *Ask Me 3* material

Design: quantitative research with the use of surveys

Results

5 total responses to pre survey

3 total responses to post survey

Only 2 sets of surveys were linkable

- **Learner 1:** showed no change between responses from the pre- and post-survey
- **Learner 2:** post-survey indicated a slight increase in confidence for most scenarios

Challenges

- The virtual platform & digital divide
- Participant recruitment
- Data collection
- Survey responses

Limitations

- Participant demographics & reliable baseline data
- Potential bias with survey responses
- Convenience sample

Conclusions & Future Research

- *Ask Me 3* is a simple program and can be easily implemented within health literacy adult education.
- Qualitative research with a case study methodology
 - Coaching component
- Another quantitative approach with a longitudinal design
 - Implement more participant demographics
 - Baseline functional health literacy assessment
- Complete surveys over virtual meeting
- Improvements to *Ask Me 3* presentation
- Strategies for participant recruitment