

Ask Me 3
คำถาม 3 ข้อ
ขอให้อธิบาย 3 ประเด็น

Ask Me 3 ถามหมอ 3 ข้อ ขอหมออธิบาย 3 ประเด็น

Good Questions for Your Good Health

Ask Me3[®]

*Every time you talk with
a health care provider*

Ask these questions

1.

What is
my main
problem?

ปัญหาหลักของฉันคืออะไร

2.

What do I
need to do?

ฉันต้องทำอะไรบ้าง

3.

Why is it
important
for me to
do this?

ทำไมสิ่งที่ต้องทำจึงสำคัญสำหรับฉัน

Ask Me 3® is an educational program provided by the Institute for Healthcare Improvement / National Patient Safety Foundation to encourage open communication between patients and health care providers.

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What is my main problem?

ปัญหาหลักของฉันคืออะไร?

- ผู้ป่วยมักไม่สามารถเข้าใจและไม่สามารถประมวลผลหลายเรื่องราวในคราวเดียวได้
- ยังมีปัญหาสุขภาพหลายเรื่อง ก็ยิ่งยากที่จะผู้ป่วยจะรับมือกับความซับซ้อน
- แพทย์จำเป็นต้องประเมินสถานการณ์และจัดลำดับความสำคัญว่าจะคุยกับผู้ป่วยอย่างไร เช่น ผู้ป่วยมีระดับน้ำตาลในเลือด 200 และความดันโลหิต 140/90 จะต้องจัดการทั้งสองรายการ แต่ระดับน้ำตาลในเลือดคือสิ่งที่สำคัญที่สุดในขณะนั้น
- ด้วยการจำกัดการมุ่งเน้นให้แคบลงไปที่ปัญหาเพียงเรื่องเดียว จะทำให้ผู้ป่วยเข้าใจสิ่งที่แพทย์ห่วงกังวล ผู้ป่วยที่เข้าใจปัญหาสุขภาพของตนเองจะมีโอกาสทำเรื่องผิดพลาดน้อยกว่า ในการกินยาและดูแลตัวเอง

What do I need to do?

ฉันต้องทำอะไรบ้าง?

- นี่เป็นโอกาสที่จะทบทวนการให้ข้อมูล / ความรู้ที่ได้ให้กับผู้ป่วยไปแล้ว และใช้คำอธิบายง่ายๆ ให้ผู้ป่วยเข้าใจได้
- ควรนำสื่อโสตทัศนอุปกรณ์ที่มีอยู่ รวมทั้งรูปภาพและวิดีโอ มาใช้ด้วย
- กระตุ้นให้ผู้ป่วยใช้คำถามนี้ทุกครั้งที่มีการพูดคุยกับแพทย์และบุคลากรสุขภาพอื่น เพื่อว่าผู้ป่วยจะได้รับคำแนะนำที่จำเป็นซ้ำ

Why is it important for me to do this?

ทำไมสิ่งที่ต้องทำจึงสำคัญสำหรับฉัน?

- เมื่อผู้ป่วยถามคำถามนี้ แพทย์จะมีโอกาสตอกย้ำอีกครั้งว่าทำไมผู้ป่วยจึงต้องมีส่วนร่วมในการดูแลตัวเองเมื่ออยู่ที่บ้าน
- ขอย้ำอีกครั้งว่าคำตอบสำหรับคำถามนี้ควรใช้คาง่ายๆ ที่ผู้ป่วยเข้าใจ เช่น "สิ่งสำคัญคือคุณต้องเดินหลังการผ่าตัด การเดินจะช่วยให้แผลหายเร็วและไม่มีภาวะแทรกซ้อน ฉันรู้ว่าตอนนี้คุณไม่มีเรี่ยวแรงมากนัก เดินไปรอบๆ บ้านไม่ไกลก็ไม่ใช่ไร พยายามทำเช่นนี้ 5 ครั้งต่อวัน"

Every time you talk with a health care provider

ASK THESE 3 QUESTIONS

1

**What is
my main
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2

**What do
I need
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3

**Why is it
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When to ask questions

You can ask questions when:

- You see a doctor, nurse, pharmacist, or other health care provider.
- You prepare for a medical test or procedure.
- You get your medication.

What if I ask and still don't understand?

- Let your health care provider know if you still don't understand what you need.
- You might say, "This is new to me. Will you please explain that to me one more time?"
- Don't feel rushed or embarrassed if you don't understand something. Ask your health care provider again.

Who needs to ask 3?

Everyone wants help with health information. You are not alone if you find information about your health or care confusing at times. Asking questions helps you understand how to stay well or to get better.

Write your health care provider's answers to the 3 questions here:

1. What is my main problem?

2. What do I need to do?

3. Why is it important for me to do this?

Asking these questions can help you:

- ☒ Take care of your health
- ☒ Prepare for medical tests
- ☒ Take your medications the right way

You don't need to feel rushed or embarrassed if you don't understand something. You can ask your health care provider again.

When you Ask 3, you are prepared. You know what to do for your health.

Your providers *want* to answer 3

Are you nervous to ask your provider questions? Don't be. You may be surprised to learn that your medical team wants you to let them know that you need help or more information.

Like all of us, health care providers have busy schedules. Yet they want you to know:

- All you can about your health or condition.
- Why their instructions are important for your health.
- Steps to take to keep you healthy and any conditions under control.

Bring your medications with you the next time you visit a health care provider. Or, write the names of the medications you take on the lines below.

Like many people, you may see more than one health care provider. It is important that they all know about all of the medications you are taking so that you can stay healthy.

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Six Strategies to Improve Patient Communication

- 1. Adopt an attitude of helpfulness.** Show no judgement or impatience when explaining things to patients. Raise awareness about Ask Me 3 and low health literacy among all staff—not just clinicians.
- 2. Check for interpretation or medical proxy needs.** Know your patient's primary language and who helps them with communication issues, and engage the appropriate resources when necessary.
- 3. Teach patients and caregivers about Ask Me 3.** Encourage them to use this approach each time they talk to anyone on their oncology team.
- 4. Watch for signs indicating low health literacy.** Some red flags include the submission of incomplete forms or medical histories, the inability to name medications or their purposes, excuses such as, "I forgot my glasses," and non-verbal cues, such as nodding when clearly confused.
- 5. Keep it simple.** Use plain language without medical jargon. Cover two or three key concepts and then check for understanding. Read out loud. Speak slowly. Use pictures or analogies. Circle or highlight key points.
- 6. Assess understanding.** Use "teach back" or "repeat back" methods to assess patient understanding. Rather than asking patients if they understand something, ask them to repeat what you have said to them.

Myths vs. Facts about Patient Engagement

•**Myth #1:** Only patients with limited education or healthcare knowledge need to know about Ask Me 3.

Fact: All patients can benefit from universal health literacy precautions. Contrary to common belief, you cannot determine a patient's health literacy level by their education, appearance, or background. In fact, nearly nine out of 10 U.S. adults have difficulty using everyday health information to meet the demands of navigating our complex health system (National Action Plan to Improve Health Literacy, 2010).

Just as providers take “universal precautions” to prevent the spread of disease among patients who may be at risk for pathogens, so should they take universal measures to ensure all patients are able to absorb crucial health information. Make it a rule to use clear communication strategies with all patients, regardless of their education level, age, ethnicity, income, or apparent health literacy skills.

Myths vs. Facts about Patient Engagement

•**Myth #2:** Tools such as Ask Me 3 are for patient interactions with their physicians and advanced practice providers (e.g., nurse practitioners and physician assistants).

Fact: Ask Me 3 can benefit patients and caregivers in interactions with all care team members throughout the healthcare system. All members of the oncology team should support patients and caregivers by encouraging them to ask these three questions of anyone, anywhere, anytime.

Myths vs. Facts about Patient Engagement

• **Myth #3:** Verbal responses to the Ask Me 3 questions are sufficient to gauge a patient's level of understanding.

Fact: Being attentive to non-verbal expressions—such as body language, tone, posture, and eye contact—is essential for maintaining clear, effective communication. Recognizing a patient's non-verbal cues can help you connect with them in a positive way that reinforces your respect and concern. The Ask Me 3 questions establish a “shame-free” environment that encourages patients to ask questions and share their concerns. Being able to interpret your patient's non-verbal cues can help you recognize any lack of understanding so you can intervene appropriately.

Often, patients' and caregivers' first impressions of a healthcare team member is based in part based on their communication style. Trust is an important part of the team member/patient relationship. Remember that your own non-verbal cues can significantly impact patient or caregiver confidence in their relationship with you.

Tips for Incorporating Ask Me 3 into Practice

1.Obtain Leadership Support. Ask for your leadership's support and active participation when incorporating Ask Me 3 into clinical workflow and planning for staff training and communication.

2.Identify Champions. Motivated and enthusiastic champions can serve as resources and role models to help implement behavior change.

3.Train Staff. Develop an educational plan for introducing staff to Ask Me 3, its use, and its benefits. Incorporate this video and plan for how you will educate staff and encourage patients. Include both your initial education strategy and ongoing continuing education.

4.Educate Patients. Create a plan to educate patients about Ask Me 3. Consider making brochures available at check-in, playing a video loop in the waiting room, hanging posters, or explaining the concept to patients face-to-face. Check out the [Agency for Healthcare Research and Quality Health Literacy Universal Precautions Toolkit](#).

5.Measure Impact. Plan how you will track your progress and measure the impact of using Ask Me 3 at your practice. Consider evaluating patient use and outcomes with subjective measures, such as patient satisfaction surveys and care involvement, as well as objective measures, such as financial impact, fewer patient calls, fewer readmissions, and fewer emergency department visits.