

IOM discussion paper

Discussion Paper

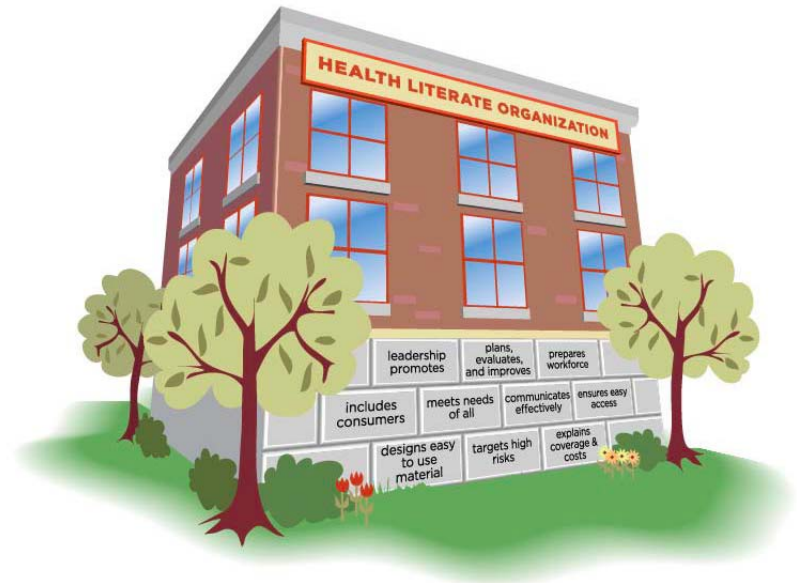
Attributes of a Health Literate Organization

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The views expressed in this discussion paper are those of the authors and not necessarily of the authors' organizations or of the Institute of Medicine. The paper is intended to help inform and stimulate discussion. It has not been subjected to the review procedures of the Institute of Medicine and is not a report of the Institute of Medicine or of the National Research Council.



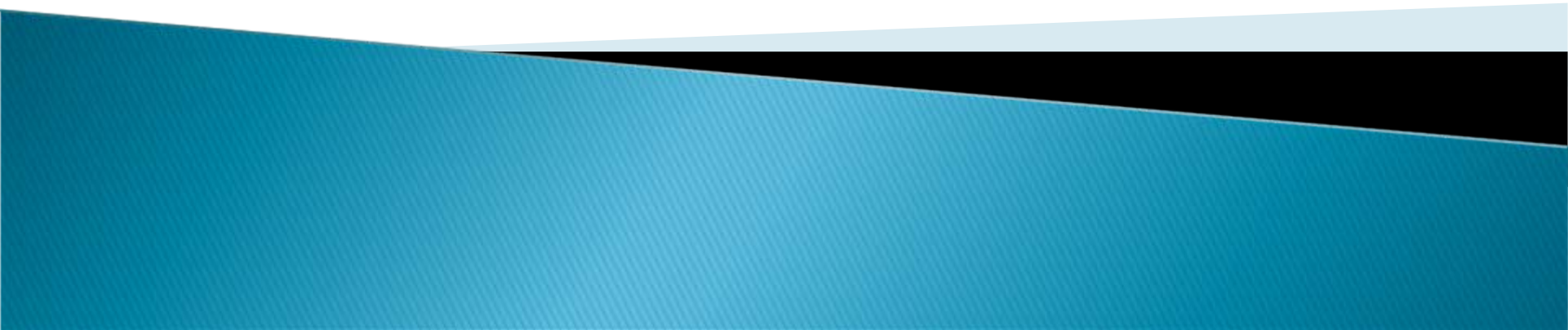
This graphic reflects the views of the authors of the Discussion Paper "Ten Attributes of Health Literate Health Care Organizations" and not necessarily of the authors' organizations or of the IOM. The paper has not been subjected to the review procedures of the IOM and is not a report of the IOM or of the National Research Council.

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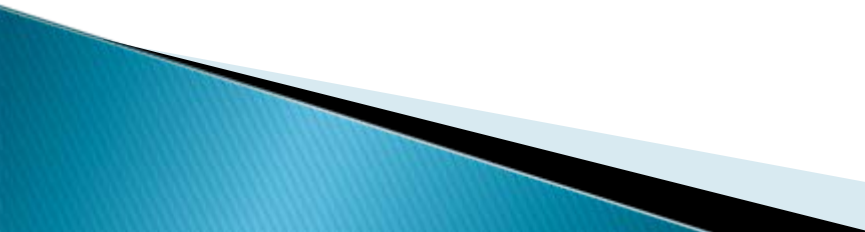
AHIP's Health Literacy Task Force




Mission:

- ▶ **Increase awareness about health literacy; increase the number of companies that are beginning and advancing their health literacy programs**
 - ▶ **Develop and/or identify tools and resources for plans to start up and advance their programs**
 - ▶ **Share best practices**
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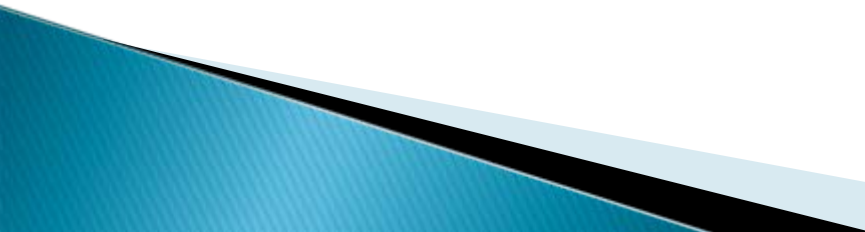
Composition:

- ▶ About 65 plans are represented on the Task Force. These plans are a diverse cross-section of AHIP members.
 - ▶ The individuals on the Task Force represent a diverse group of professions.
 - ▶ They are at differing levels of advancement of their health literacy programs.
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Work:

- ▶ **We operate within a strategic plan that is updated annually. We attempt to include a measurement component for each element of the plan.**
 - ▶ **We hold monthly conference calls that focus on specific health literacy topics.**
 - ▶ **We work on a various projects each year through work groups that are voluntary.**
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We have developed:

- ▶ **A tool that allows health plans to look across their organizations and assess to what degree they have the necessary infrastructure to promote health literacy**
 - ▶ **A tool kit outlining and supporting five essential steps to starting up and advancing a health literacy program**
 - ▶ **Two webinars focusing on the programs of individual companies**
 - ▶ **A book of program descriptions outlining the work of 31 AHIP member companies. Some companies included tools and resources used internally.**
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We have developed:

- ▶ **A model policy for companies that want to formalize their programs in a company-wide set of expectations.**
 - ▶ **A model set of questions for companies to use when purchasing services that have a consumer content component.**
 - ▶ **(In progress) A tool kit that identifies and supports essential concepts in verbal communications, and, potentially, a training module.**
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