Panel Discussion
Technology-based Interventions for Low Health Literacy
• Explosion in Health Information Technology threatens to widen the digital divide.

• But, HIT also has the potential to remediate the divide.
HIT for Health Literacy

State of the Art

• Health Literacy Assessment of Individuals
• Health Literacy Assessments of Documents
• Interventions to Address Specific Health Problems
  – Multimedia interfaces
  – Touch screens
  – Speech-based dialogue systems (IVR)
HIT for Health Literacy
Future Directions

• Beyond specific problems
  – Intelligent Tutoring Systems to improve knowledge and literacy skills
  – Increase health behavior self-efficacy
  – Facilitate social support
  – Improve patient-provider communication
Panel Questions

• Challenges in design?
• Challenges in design methodology?
• Challenges in evaluation methodology?
• Important lessons learned?
## Panelists

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Relational Agents for Low Health Literacy Users

Timothy Bickmore
College of Computer and Information Science
Northeastern University
“Who would you rather receive discharge instructions from?”

N=202

- Agent, 74%
- Doctor or Nurse, 10%
- Either, 16%
Low Literacy Patients are More Satisfied with Agent

Low Literacy

Adequate

HEALTH LITERACY

Steps to Health
N=230
Age 65-92
41% low HL
Enabling Web Search for Low Health Literacy Individuals Using Computer Agents

Abstract Session V – 9:30am
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