

Health Literacy and Health Care Quality

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Importance of Health Literacy

- We have accumulated more studies on the relationship between literacy and health
- More interventions published that improve outcomes for people with low literacy
- Little published on the implementation of literacy sensitive care

Health Literacy Universal Precautions Toolkit

- Designed to facilitate implementation of strategies to mitigate the adverse effects of low literacy
- Recognition that knowledge transfer is not enough, need to change individual behavior and system functioning

Successful Implementation Requires

- Winning the hearts and minds of people across a health care organization
- A vision of what care will be
- A sense of urgency to change
- Support and resources from the top
- Integration with other quality initiatives
- Close attention to measurement and feedback

Expert Panel

- All have engaged in system change or evaluation of system change
- First hand experience working with practices and health systems to implement health literacy related quality initiatives

Laura Noonan, MD

- Director of the Center for Advancing Pediatric Excellence
- Levine Children's Hospital at Carolinas Medical Center
- Leading a health system-wide transformation around health literacy

Cheryl Courtlandt, MD

- Co-Director of the Center for Advancing Pediatric Excellence
- Director of the Pediatric Asthma Program
- Levine Children's Hospital at Carolinas Medical Center
- Has led several process improvement and patient safety initiatives
- Integration of health literacy with the patient-centered medical home

Angela Brega, PhD

- Centers for American Indian and Alaska Native Health at the Colorado School of Public Health
- Social psychologist with expertise in measurement, health outcomes, and health psychology
- Leading an AHRQ contract entitled “Demonstration of Health Literacy Universal Precautions Toolkit”
- Measuring whether care and outcomes change when we try to implement health literacy universal precautions