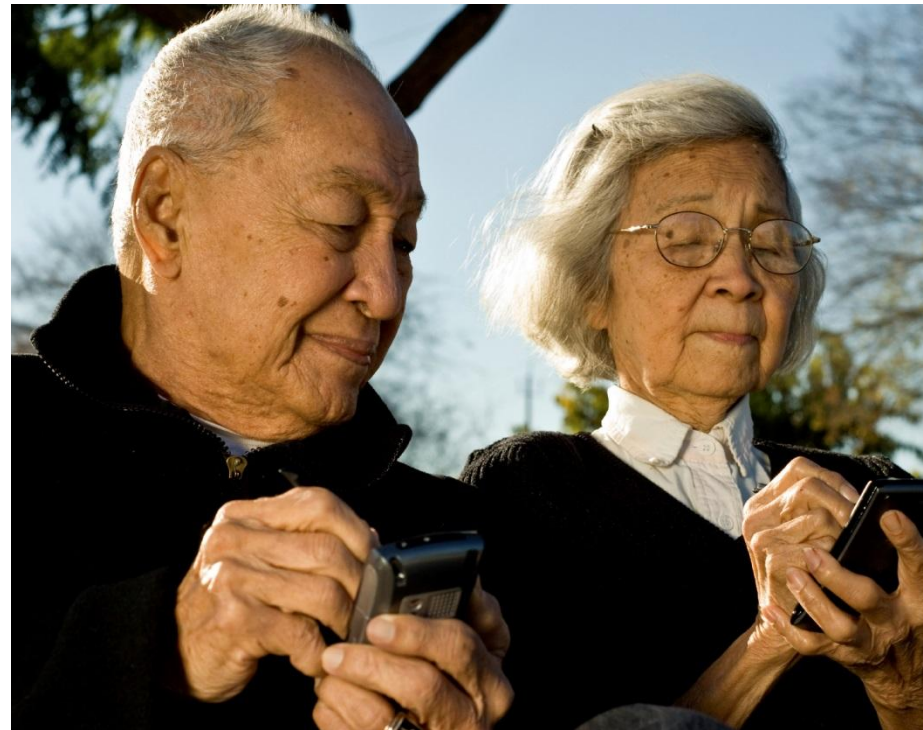


Panel Discussion

Technology-based Interventions for Low Health Literacy

Potential

- 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

Timothy Bickmore

Northeastern University

Alla Keselman

National Library of Medicine

Cosmin Munteanu

National Research Council Canada

Katie Siek

Indiana University

Ed Cutrell

Microsoft Research India



Relational Agents for Low Health Literacy Users

Timothy Bickmore

College of Computer and Information Science
Northeastern University



PLANAR

Northeastern
Relational Agents Group

RED

Page 4

What exercises are good for me?
Walking is a very healthy form of exercise. Please do your best to walk for at least 30 minutes every day.

What should I eat?
Eating food that has no added salt will help you stay healthy.

What are my medication allergies?
What have you known about?

What is my contact info?
Name: [blank]
Address: [blank]
City: [blank]
State: [blank]
Zip: [blank]

Go on

What was your name?

RED

Page 4

What exercises are good for me?
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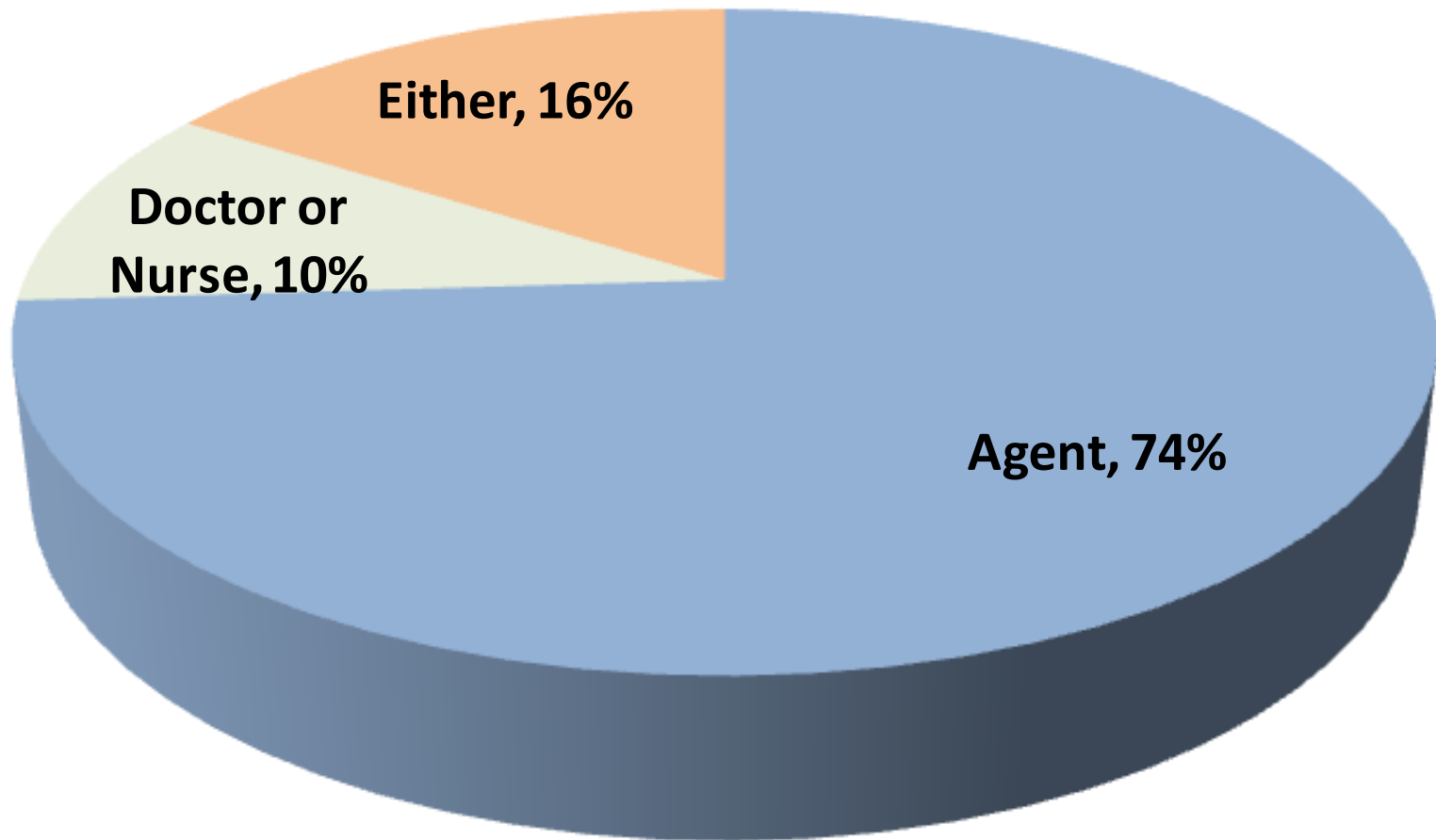
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What have you known about?

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Name: [blank]
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State: [blank]
Zip: [blank]

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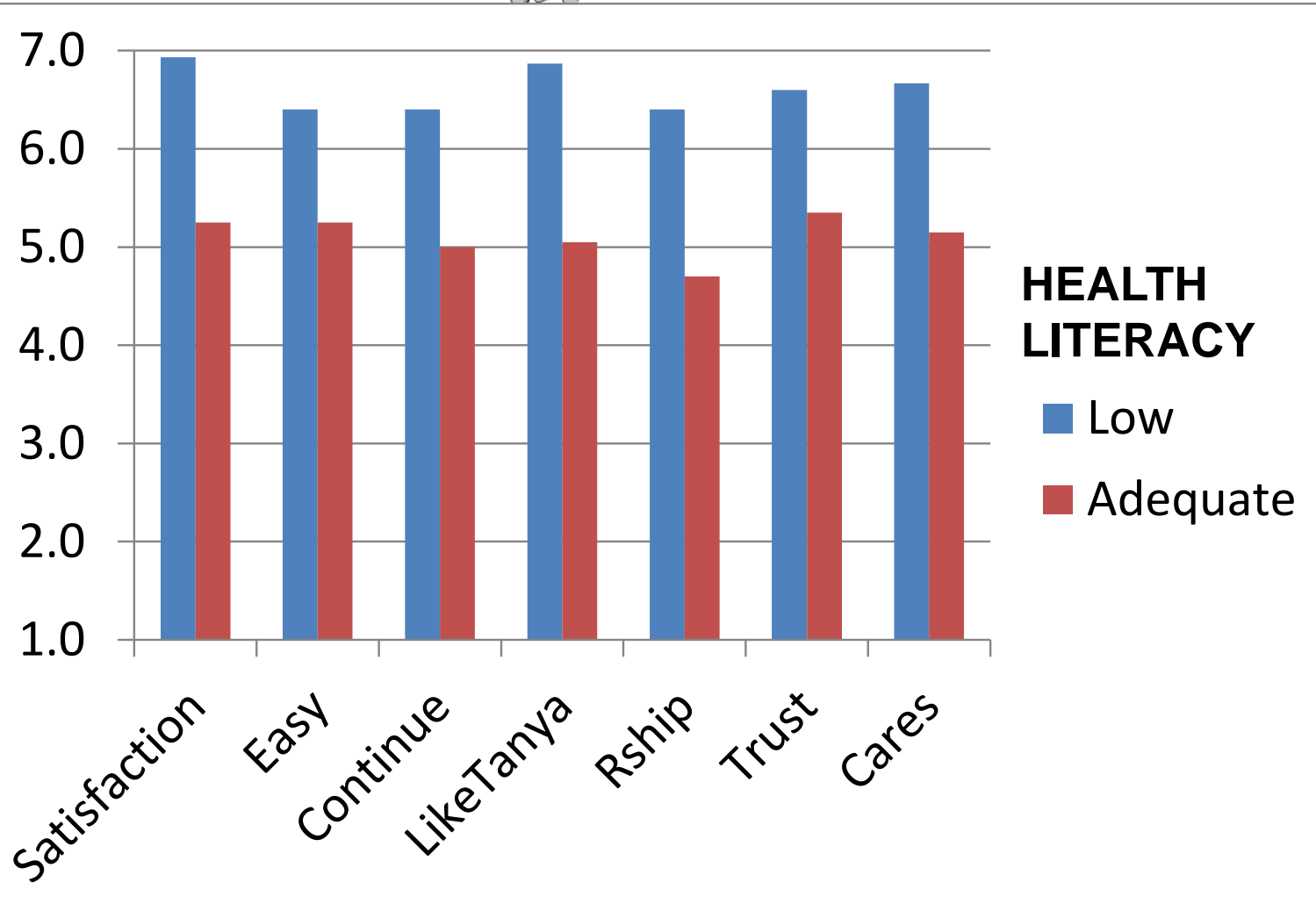
“Who would you rather receive discharge instructions from?”

N=202





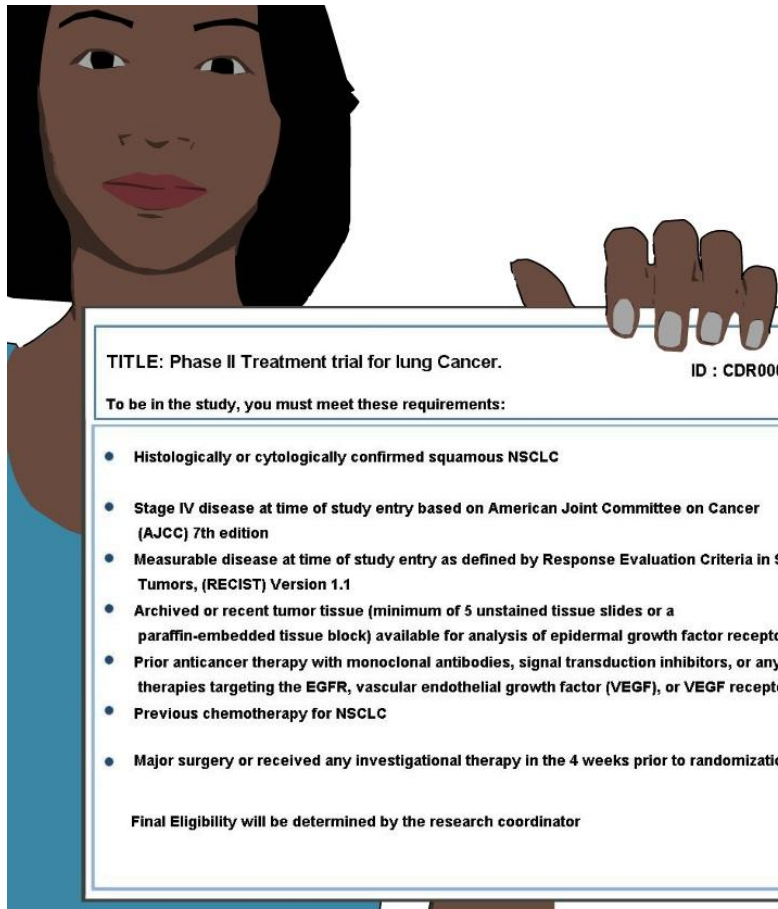
Low Literacy Patients are More Satisfied with Agent



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



TITLE: Phase II Treatment trial for lung Cancer. **ID :** CDR0000745315

To be in the study, you must meet these requirements:

- Histologically or cytologically confirmed squamous NSCLC
- Stage IV disease at time of study entry based on American Joint Committee on Cancer (AJCC) 7th edition
- Measurable disease at time of study entry as defined by Response Evaluation Criteria in Solid Tumors, (RECIST) Version 1.1
- Archived or recent tumor tissue (minimum of 5 unstained tissue slides or a paraffin-embedded tissue block) available for analysis of epidermal growth factor receptor . . .
- Prior anticancer therapy with monoclonal antibodies, signal transduction inhibitors, or any therapies targeting the EGFR, vascular endothelial growth factor (VEGF), or VEGF receptor
- Previous chemotherapy for NSCLC
- Major surgery or received any investigational therapy in the 4 weeks prior to randomization

Final Eligibility will be determined by the research coordinator

**Yes. Who should I
contact to participate?**

**No, I don't meet the
requirement.**

**Show me more details
of the study**

**Save this for later
Viewing**

**No thanks! Show me
something else.**

Explain it to me.

**Show me the trials I
have looked at.**

**Could you repeat that
please?**



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