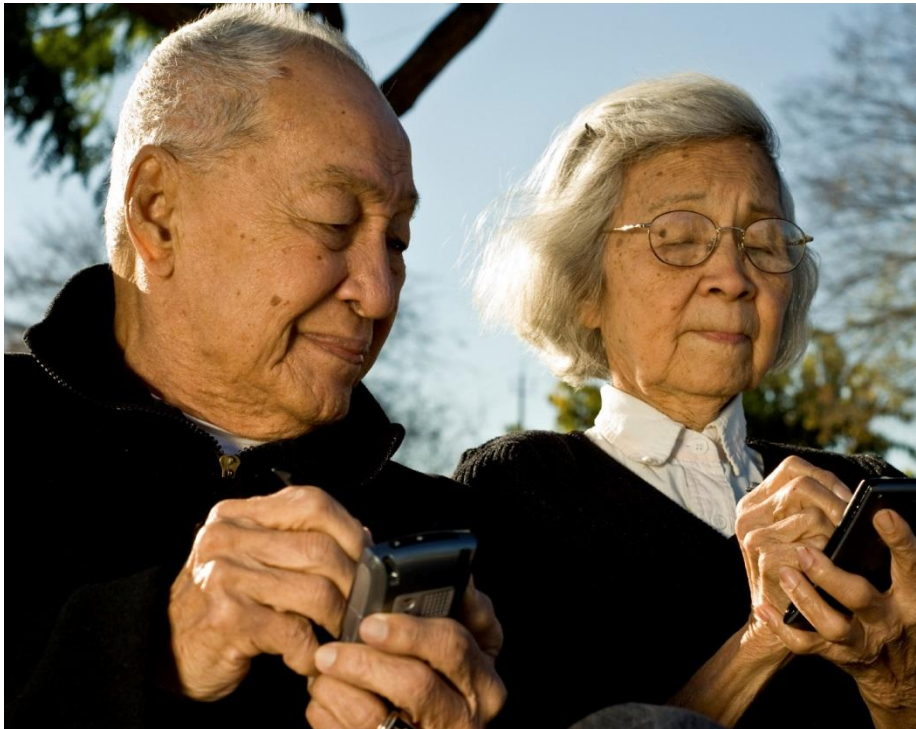
Panel Discussion

Technology-based Interventions for Low Health Literacy

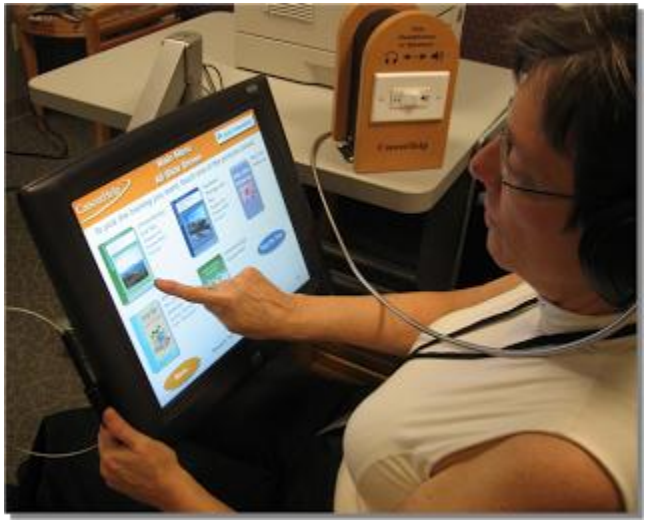
Potential

- 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

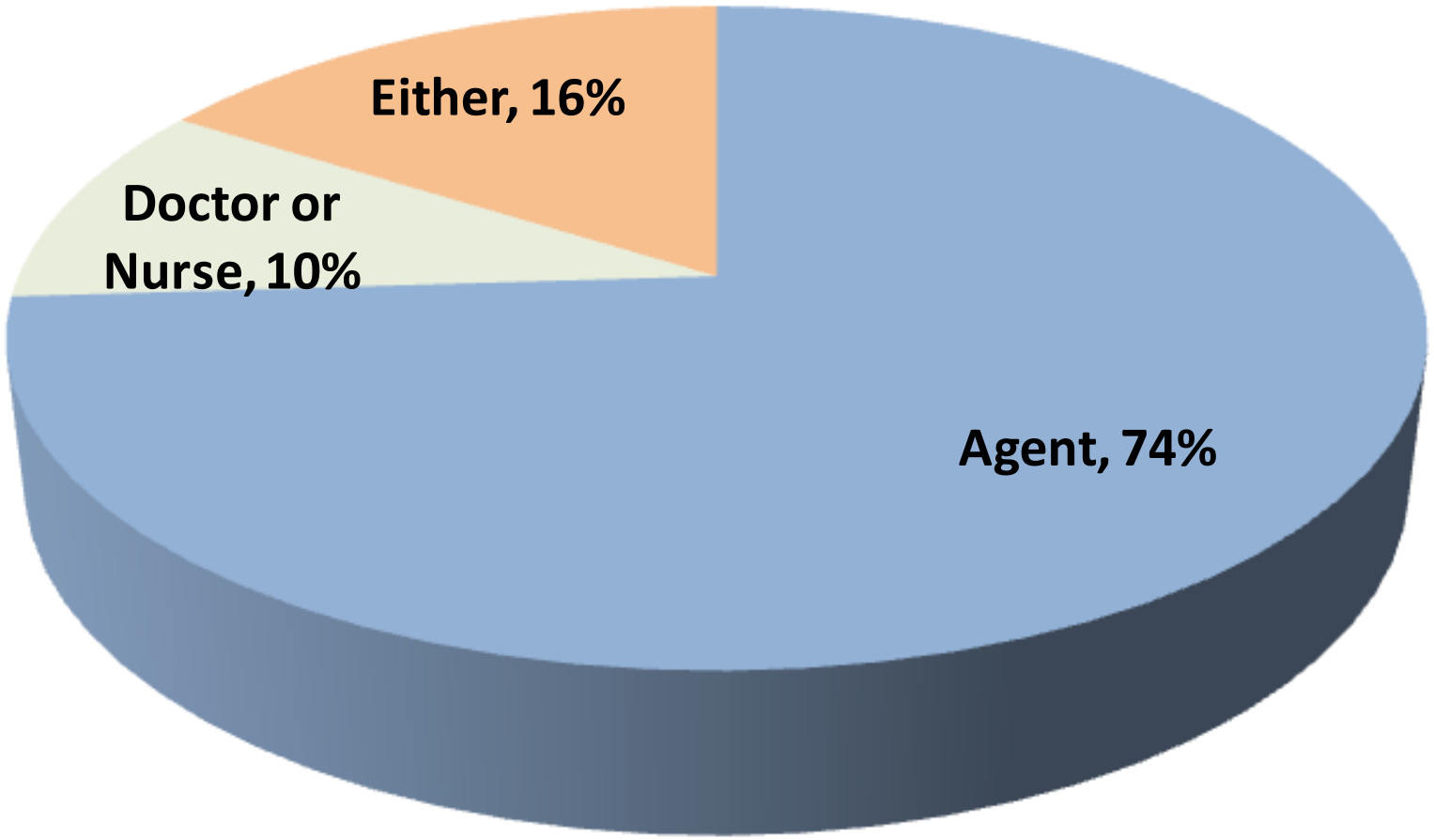
Timothy Bickmore

College of Computer and Information Science
Northeastern University

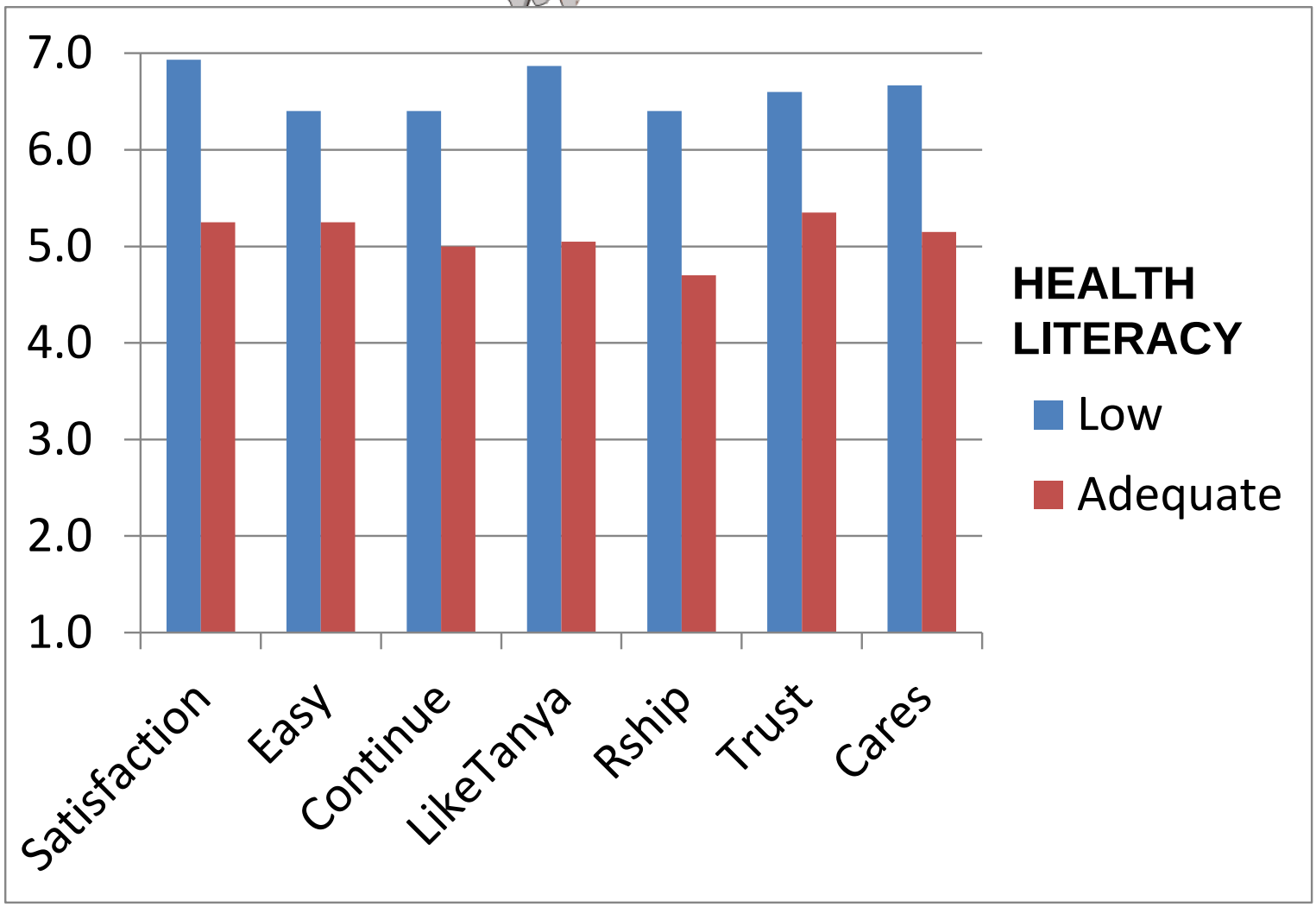
PLANAR
Northeastern
Relational Agents Group
RED
RED

“Who would you rather receive discharge instructions from?”

N=202



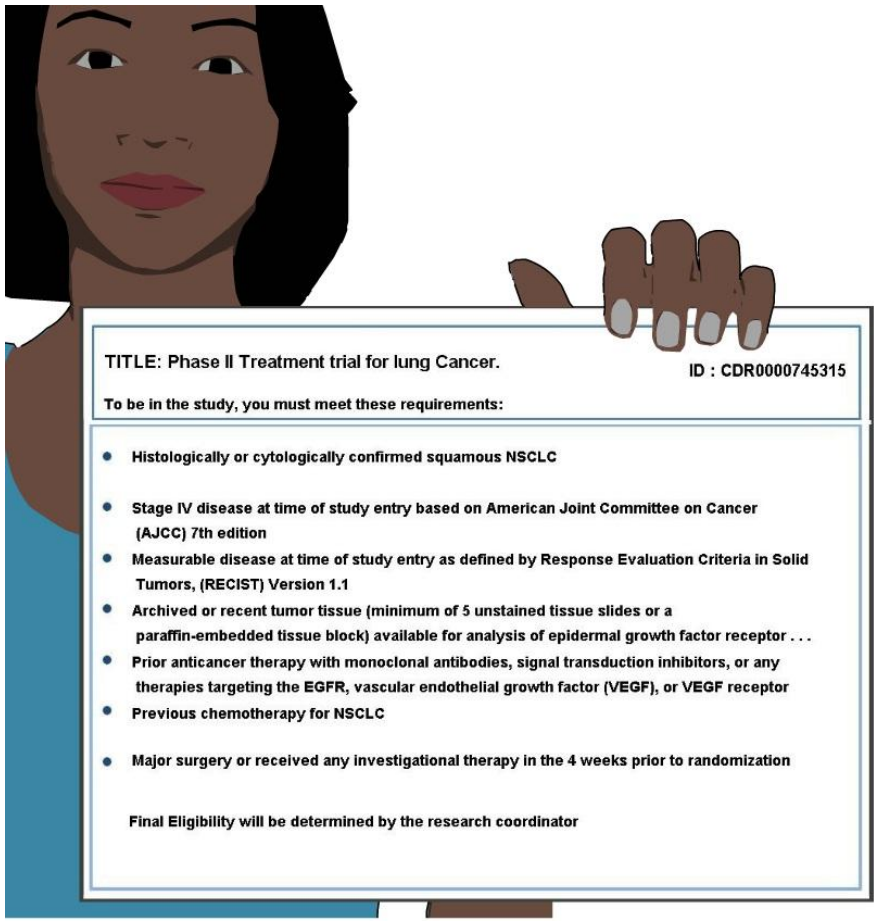
Low Literacy Patients are More Satisfied with Agent



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



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?

Northeastern University
Relational Agents Group

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