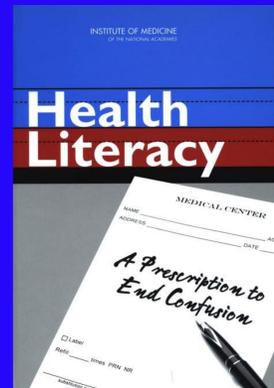


Urban Health Plan's Health Literacy Plan A Prescription to Improve Communication

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BACKGROUND

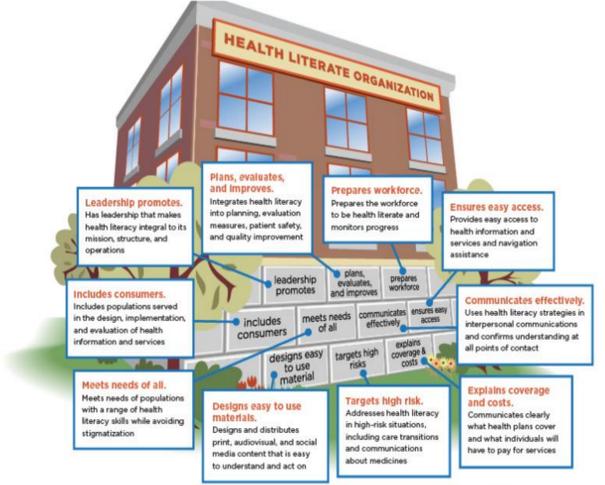
Urban Health Plan, Inc. (UHP) is a network of Federally Qualified Community Health Centers located in the South Bronx and Corona, Queens, NYC.

Now in its 40th year, UHP's mission is to continuously improve the health status of underserved communities by providing affordable, comprehensive, and high quality primary and specialty medical care while assuring the performance and advancement of innovative best practices.

Low health literacy affects more adult Americans than those with diabetes, obesity, HIV/AIDS, and breast cancer combined.

ASSESSMENT

The organization began with a health literacy assessment which was completed in September 2013, followed by the organizational Health Literacy Plan finalized in November 2013.



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.

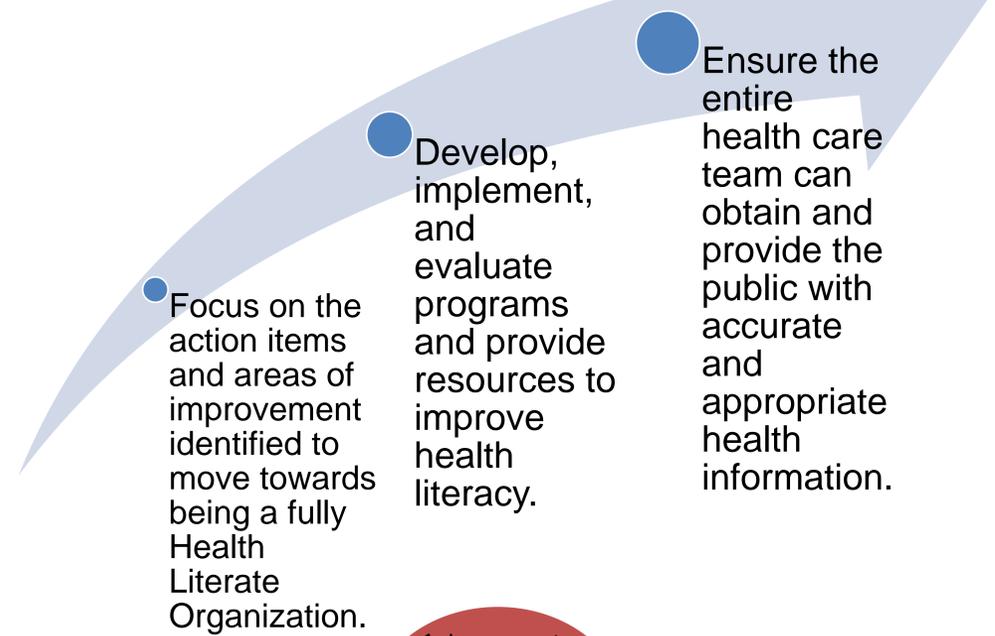
RESULTS

UHP Health Literacy Assessment Results:

Category	Scored Points	Possible Points	%
*Navigation	78	93	84%
Print Communication	58	72	81%
Oral Exchange	22	24	92%
*Technology	34	54	63%
Policies & Protocols	50	57	88%
OVERALL TOTAL	242	300	80%

NEXT STEPS

A health literacy team will:



PROGRAM DESCRIPTION

