Enhancing Health Literacy through Interdisciplinary Efforts of a Health Literacy Committee

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Introduction
The Children’s Mercy Health Literacy Committee began as a working group - formed after the 10th Annual Clinical Research Symposium held September 15, 2006 “Health Literacy, the Communication Connection: Research, Quality and Patient Outcomes” - that raised awareness of health literacy throughout the organization and community. In 2008 to 2009 after becoming a hospital-wide committee, the focus was on developing effective written materials and an organization-wide Health Literacy Week initiative. Today the committee’s work is year-long promotion of Health Literacy through education, quality and communication efforts.

Members
- Admission Staff
- Child Life Specialists
- Family Advisory Board Members
- Interpreters
- Librarians
- Communication & Marketing
- Nurses & Allied Health Staff
- Patient Advocates
- Pharmacists
- Physicians
- Quality Improvement
- Social Workers

Mission and Goals
Partner with patients and families to promote understanding of health information in order to make health care decisions that achieve safe and effective outcomes.
- Develop a health literate culture within the organization
- Provide health literate infrastructure that promotes health literacy in all aspects of business and care

Acknowledgements
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References
Osborne, H. http://www.healthliteracy.com

Tools for Staff
- Creating health literacy tips to promote health literacy awareness throughout the organization
- Developing and providing teach back training to hospital staff
- Organizing Health Literacy Month activities
- Creating an organizational-wide Health Literacy Hero program
- Assessing hospital health literacy efforts utilizing the Ten attributes of a Health Literate Organization

Tools for Patients
- Website focusing on health literacy tools
- HealthCare Foundation teach back grant
- Meds to Beds using teach back
- Hospital-wide Teach Back education
- Safari-theme map in Same Day Surgery
- Part-time health literacy position
- Health Literacy Missouri Trailblazer Award

Outcomes
- Website focusing on health literacy tools
- HealthCare Foundation teach back grant
- Meds to Beds using teach back
- Hospital-wide Teach Back education
- Safari-theme map in Same Day Surgery
- Part-time health literacy position
- Health Literacy Missouri Trailblazer Award

Disclosures
The authors of this presentation have nothing to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation.