

Our Journey to Becoming Health Literate

Shasta Community Health Center, 1035 Placer Street, Redding, CA 96001
Patient Education and Health Promotion

Background

Shasta Community Health Center (SCHC) is the largest Medi-Cal provider in Shasta County. Located in rural Far-Northern California, SCHC has six locations that serve approximately 40,000 patients every year. In 2011, SCHC launched the Patient Education & Health Promotion Department to better meet the needs of our patients and community. This effort was predicated by hiring a Patient Educator, but the department grew quickly when the need for patient friendly resources became apparent. The Patient Education & Health Promotion Team now consists of seven team members with expertise ranging from wellness, self-management, health insurance, recruitment and retention, and promotions. The initial focus was on providing self-management programming to increase self-efficacy. This was just the first step in creating a center-wide culture of health literacy. The team has made a hard shift toward providing patient-friendly materials. This focus is what we're choosing to highlight in *Our Journey to Becoming Health Literate*.

Goals

Our goal is to improve the health and wellbeing of our patients by creating a culture and environment that removes barriers and empowers self-management.

Methods

We've approached this goal from many angles, but none as extensive and far-reaching as making sure resources center-wide are patient-friendly. This endeavor has been a long process that's required patience and innovative approaches. One such approach was to all SCHC employees, about the importance of health literacy to all of our work. We've emphasized that everyone, from Security Guards to Health Information System Technicians, can impact the health of our patients. We've furthered our health literate culture by reviewing long-used documents and resources to make them more useful to our clinical teams and patients. We've reviewed and organized the educational brochures available to clinical teams to distribute to staff. Recently, we've even been given an opportunity to present solely on the topic of health literacy to all new SCHC employees as a part of their new-hire training.



Results and Next Steps

Despite all of our work, we will never truly be finished. The trust and respect we've earned from SCHC administration and our clinical teams is something we will constantly be reaffirming. Regular and creative reminders of the importance of health literacy are always in the fore-front of our minds. We will continue to advocate for all SCHC employees to know the importance and actions to take to ensure patients understand their health care.

Meet the Team



From top, left to right:

- Camron Clandening, CAC, MT – *Outreach & Enrollment Specialist*
- Betsy Amstutz, MS, CHES, ACSM EP-C – *Patient Educator*
- Landi Stoute, MT – *Assistant Patient Educator*
- Amanda Haas, CAC – *Outreach & Enrollment Specialist*

From bottom, left to right:

- Holly Trenerry, CAC, MT – *Outreach & Enrollment Specialist*
- Delcie Strahan, MPH, CHES, MT – *Patient Educator*
- Theresa Blanco, M.Ed., MCHES, CAC, MT – *Patient Education & Health Promotion Manager*



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