

# Oregon and SW Washington Health Literacy Conference

## *Making Meaning*

### Presentation Descriptions

#### **Keynote: *Health Literacy as a Framework for Transformation***

Cynthia Baur, Ph.D., Senior Advisor, Health Literacy, Office of the Associate Director for Communication, Centers for Disease Control and Prevention

Health literacy can transform the ways that health professionals communicate with the people they serve. Public health and healthcare organizations have many established practices and procedures that make it difficult for the public and patients to find and use health information and services. When we create barriers to health information and services, we also create health literacy problems that affect healthcare access, quality and equity. National strategic initiatives in health literacy, access to services, quality improvement, and health disparities provide the tools health professionals need to make health information and services more people-centered and effective.

#### **Plenary: *Empowering Patients to Change Health Behavior: The Magic of the Baby Step***

Terry Davis, Ph.D., Professor of Medicine and Pediatrics, Louisiana State University Health Sciences Center Shreveport

This session will review health literacy challenges individuals face in caring for themselves and their families. We will discuss practical evidence-based strategies to help patients understand and use health information. The primary focus will be an easy to use framework to help patients improve their health behavior and manage chronic disease.

#### **Breakout One**

##### ***Cultural Agility: You Don't Know What You Don't Know***

April Lewis, M.S., Figure 8 Consulting, LLC; Carol French, M.A., Figure 8 Consulting, LLC

This interactive and fun session explore how unconscious bias can prevent cultural agility at the intersection of culture, health literacy and language. It will include a look at the development of cultural identity as well as how emotional intelligence can be the antidote to our hidden biases.

##### ***Plain Language Overview***

Joan Winchester, M.Ed., Senior Manager, Health Services Segment, Maximus Center for Health Literacy; Ryan Miller, Manager, Maximus Center for Health Literacy

This breakout session will provide an introduction to the importance of using plain language and an overview of the "how to" of oral and written plain language.

##### ***Health Disparities and Health Literacy in Chronic Disease: An Update***

Jennifer Barton, M.D., Assistant Adjunct Professor, University of California, San Francisco

The most recent literature on the role of health literacy in disparities in outcomes among patients with chronic disease such as asthma, diabetes, and arthritis will be reviewed. Recent studies of low literacy interventions designed for patients with chronic disease and their impact on variation in outcomes will be examined.

##### ***Teach-Back: The Importance of Two-Way Communication***

Kevin Breger, M.D., Ph.D., Hospitalist and Core Faculty Internal Medicine Residency Program; Tedra Demetriou, R.N., Ambulatory Nurse Specialist Legacy Medical Group; Robin Klotz, R.N., BSN, Heart Failure

Nurse Coordinator; Jennifer Ramerman, Quality Improvement Specialist Legacy Medical Group; Mark Rody, R.N., MSN, Critical Nurse Specialist Critical Care, Legacy Health.

When research shows that 40 to 80 percent of medical information received by patients is forgotten and half of the information remembered is remembered inaccurately, how can a provider know if his/her patient's understanding is consistent with what they said? Teach-Back increases a patient's likelihood of following through on instructions by asking the patient to show or explain what he/she heard. Patient outcomes are improved. There will be opportunity to practice.

**Plenary: *Institutional Responsibility: Increasing Access to Information and Care***

Rima Rudd, Sc.D., MSPH, Senior Lecturer on Health Literacy, Education and Policy, Harvard University School of Public Health

This presentation will outline the Health Literacy environment of health care. Literacy related barriers to health information, services, and care will be shared. Dr. Rudd will describe mechanisms for identifying existing barriers and for correcting the current mismatch between the well documented skills of adults and the demands/assumptions of our health and healthcare systems.

**Breakout Two**

***Teach-Back: The Importance of Two-Way Communication***

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***What Motivates Change? Translating Theory into Practice***

Dana Sturtevant, M.S., R.D., Be Nourished

The conversations that occur between health care providers and their patients are powerful ones, capable of supporting or inhibiting the innate change process that is alive in all of us. Motivational Interviewing (MI) is a person-centered, guiding method of communication and counseling to elicit and strengthen intrinsic motivation for positive health behavior change. This workshop is for those who want to enhance their skills in behavior change counseling.

***Plain Language Skills Training: How to Write So People Understand You***

Joan Winchester, M.Ed., Senior Manager, Health Services Segment, Maximus Center for Health Literacy; Ryan Miller, Manager, Maximus Center for Health Literacy

This breakout session will provide a curriculum on how to write so people understand you. The session will include exercises and an interactive discussion about how plain language principles and strategies apply to attendees' work.

***Techniques for Navigating Health Disparities: Interpreters and Providers Working Together***

Andrea Henry Sims, CMI, Spanish-English Interpreter, Children's Healthcare of Atlanta; Alison Arévalo-Amador, Interpreter/Translator, Children's Healthcare of Atlanta

Interpreters are often caught between a rock and a hard place. Despite best efforts to facilitate communication, the degree to which the message is truly facilitated for the patient is questionable. Many LEP patients are unfamiliar with medical terms and concepts in their own language and many providers are either unaware of this and/or unfamiliar with how to address it. This presentation aims to provide real-time techniques for interpreters to use in collaboration with providers to enhance safety and quality of care.

***Addressing Health Literacy via Community Collaborations***

Lisa Cline, Executive Director, The Wallace Medical Concern; Anna Jimenez, M.D., Medical Director, The Wallace Medical Concern; Maria Perez, Community Engagement Manager, The Wallace Medical Concern

Wallace Medical Concern, in partnership with Legacy Health, launched a three-year health literacy project in the Rockwood Multi-Service Center, a hot spot hub serving east Portland and west Gresham. The goal is to increase the health literacy of patients and those served by building partners: Head Start, Loaves and Fishes, Human Solutions, and Metropolitan Family Services. This presentation will highlight initial outcomes, lessons learned, how collaboration in one-dimension leads to collaboration in others and that innovation attracts innovation.