

Putting Health Literacy Projects in Place with the Health Care Sector

A Presentation to the
New Jersey Health Literacy Summit
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OVERVIEW OF SESSION

- The LAC and context
- Origin and goals
- Professional development
- Partnerships –Examples, Activities
- Feedback



Literacy Assistance Center (LAC)

Professional Staff Development
Agency

- * ESOL, ABE, GED, Family literacy, health literacy
- * New York City Regional Adult Education Network (RAEN)
- * ASISTS Database



Need for Health Literacy

- o Mayor's Office
 - o Large number of citizens not able to access free/low cost health insurance
 - o Post 9/11 economic environment
 - o Convened a series of health summits
- Conclusion: Health literacy is appropriate for our students



WHY?

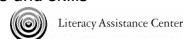
- We want students to:
1. Access healthcare and maintain health
 2. Experience a rich contextualized learning
 3. Improve their education



LAC PROFESSIONAL DEVELOPMENT

HSPH model

- o Study Circles
- o Focus on 3 critical health areas - (1) **Navigation** (2) **Chronic disease** (3) **Disease Prevention**
- o Emphasis on teaching literacy skills; not medical content
- o Peer support
- o Focus on health-related tasks and skills



Examples of Health Tasks

- Using an automated telephone
- Offering informed consent
- Making appointments with the doctor
- Reading prescription labels
- Advocating for self and others
- Engaging in disease screening



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Tasks and Skills

- Using automated telephone (oral)
- Reading prescription labels (reading)
- Taking screening tests (reading, writing, math)



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Partnerships – A complement

- * Students learn **first hand** about US health system
- Literacy programs have opportunity to **enhance instructional capability** of health personnel
- Collaboration **increases community capacity**
- Health agencies have opportunity to **reach wider community** with health message.



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Role of Education Partners

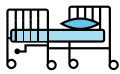
"Many organizations such ascommunity groups and schools could offer health literacy programs that target skill improvement for low literacy and limited English proficient individuals"

- o **Healthy People 2010 " (11-2)**



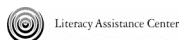
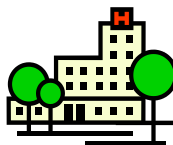
Partnership Examples

- o Harlem Hospital / MMALC
- o Queens Public Library/
Queens Health Network
- o Connecticut - New Haven/Hill Health Center
- o Lutheran Family Center/ Lutheran Medical Center



Partnership Activities

Harlem/MMALC video



Partnership Activities – Health Facility

- Hospital Tours
- Screenings
- Workshops



Partnership Activities - Literacy Agency

- Review printed materials and offer feedback
- Offer instructional advice to medical presenters
- Offer opportunities for providers to understand a similar population



Successful Student Experiences

- Through health facility
 - Screenings
 - Flu shots
 - Health coverage
 - Referrals to primary care, prenatal etc
- Through literacy agency
 - Engaged learning
 - Learning in a real life
 - Educational gain



Recent Report on Students – 8 Programs

- Screenings – 350
- Special services (Flu shots) -92
- Tours – 91
- Enrolled in Health Insurance -42
- Referrals - 19



Successful Partnership Elements

- Buy-in from senior leadership
- Champion - advocate
- Intersection of interests clearly seen
- Dedicated liaison



Health Coordinators' Comments

"Patient satisfaction. Better ratings. Recognition. People are starting to use report cards for choosing doctors based on this. It's about quality."

- "I definitely see this as part of the mission of public health care which is to take care of the underserved population that historically has not had access to health care."



Comments from Students

- "I feel comfortable. I'm not afraid"
- "I don't need to visit doctor because I can ask questions on phone. I feel confident"



MORE INFORMATION

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