Organizational Assessment of Health Literacy of an Academic Medical Center

Gyusik Park, MD, Dae Hyun Kim, PhD, Connie Shao, MD, Lauren M. Theiss, MD, Isabel C. Marques, MD, Jamie A. Cannon, MD, Drew J. Gunnells, MD, Karin M. Hardiman, MD PhD, Gregory D. Kennedy, MD PhD, Melanie S. Morris, MD, Daniel I. Chu, MD MSPH

Department of Surgery, University of Alabama at Birmingham
Department of Healthcare Administration, Idaho State University
Introduction

Health Literacy

Organizational Health Literacy

Health Outcomes
• Question
  • What is the organizational health literacy level of the academic medical center in this study?
  • What domains of health literacy does this organization perform well and poorly in?

• Aim
  • Assess the Organizational health literacy of an academic medical center
Methods

- 10-Item Health Literate Health Care Organization survey (HLHO-10)

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<th>Attributes</th>
<th>Score range: 1-7</th>
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Methods

118 Attending Physicians

65 Responses (55%)

Analysis

Assistant Professors
Associate Professors
Professors
Department Chairs
Mean Organizational Health Literacy Attribute Scores Stratified by Academic/Physician Rank

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Discussion

- **Strengths of the Institution**
  - Access to Health Information and Services
  - Navigation Assistance

- **Weaknesses of the Institution**
  - Workforce Health Literacy
  - Inclusion of Patients in Development of Services

**Attributes**

- Easy Access/Navigation
- Employee Training
- Patient Inclusion
Discussion - Interventions

- Workforce Health Literacy
  - Integrate health literacy concept into employee orientation
    - Monitoring of progress

- Patient Inclusion
  - Patient and Family Advisory Counsel involvement
    - Evaluation Team
Future Directions

- Compare health literacy level at multiple organizations
- Develop targeted interventions to improve organizational health literacy
Acknowledgements

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Thank you!