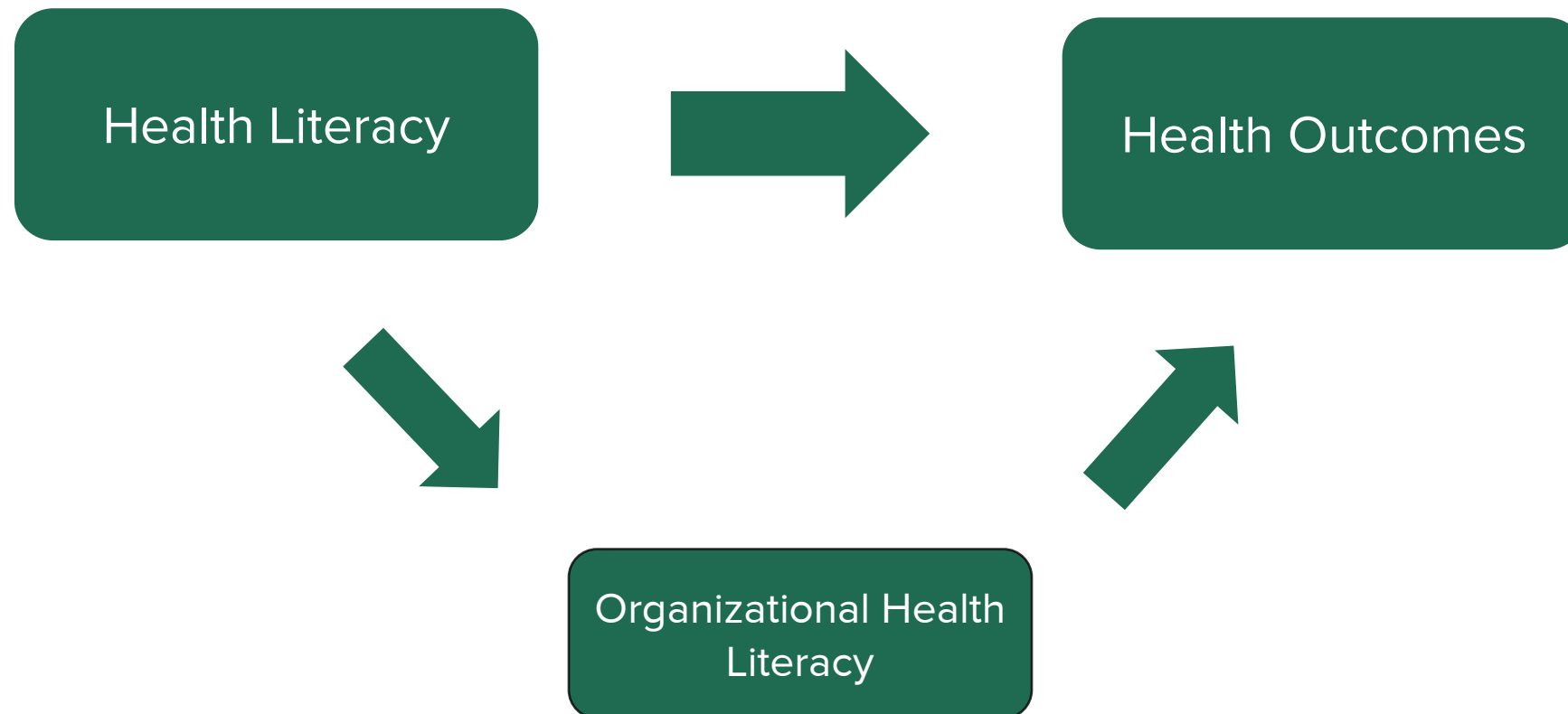


Organizational Assessment of Health Literacy of an Academic Medical Center

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

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Introduction



Introduction

- 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)

Attributes (Score range: 1-7)

Effective Leadership

Integration with Healthcare System

Employee Training

Patient Inclusion

Patient Accommodation

Clear Interpersonal Communication

Easy Access/Navigation

Media Variety

Informed Consent

Clearly Explained Benefits/Coverage



Ten Attributes of Health Literate Health Care Organizations

Cindy Brach, Debra Keller, Lyla M. Hernandez, Cynthia Baur, Ruth Parker, Benard Dreyer, Paul Schyve, Andrew J. Lemerise, and Dean Schillinger*

June 2012



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*Participants in the activities of the IOM Roundtable on Health Literacy.

The views expressed in this discussion paper are those of the authors and not necessarily of the authors' organizations or of the Institute of Medicine. The paper is intended to help inform and stimulate discussion. It has not been subjected to the review procedures of the Institute of Medicine and is not a report of the Institute of Medicine or of the National Research Council.

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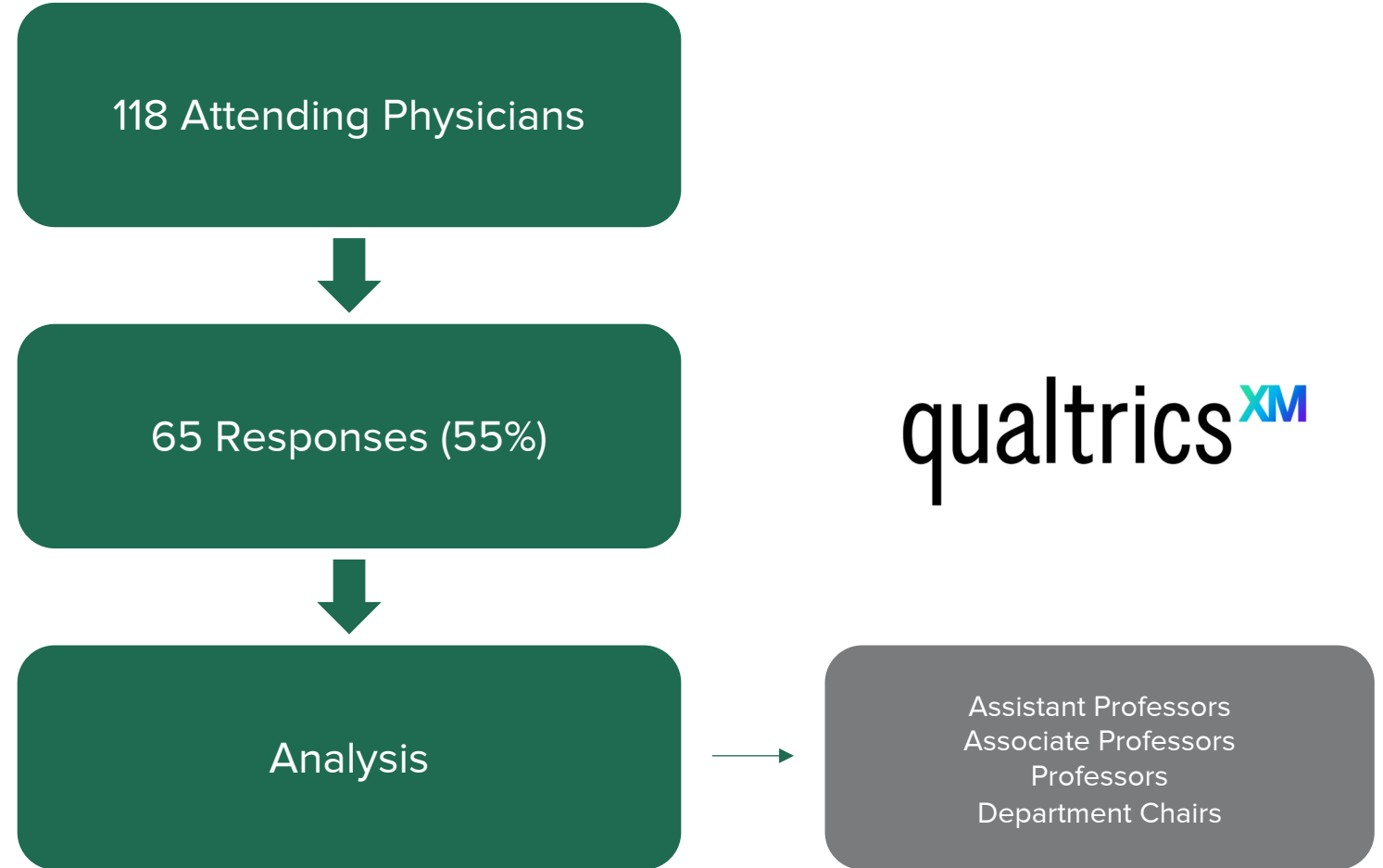


NATIONAL ACADEMY OF MEDICINE

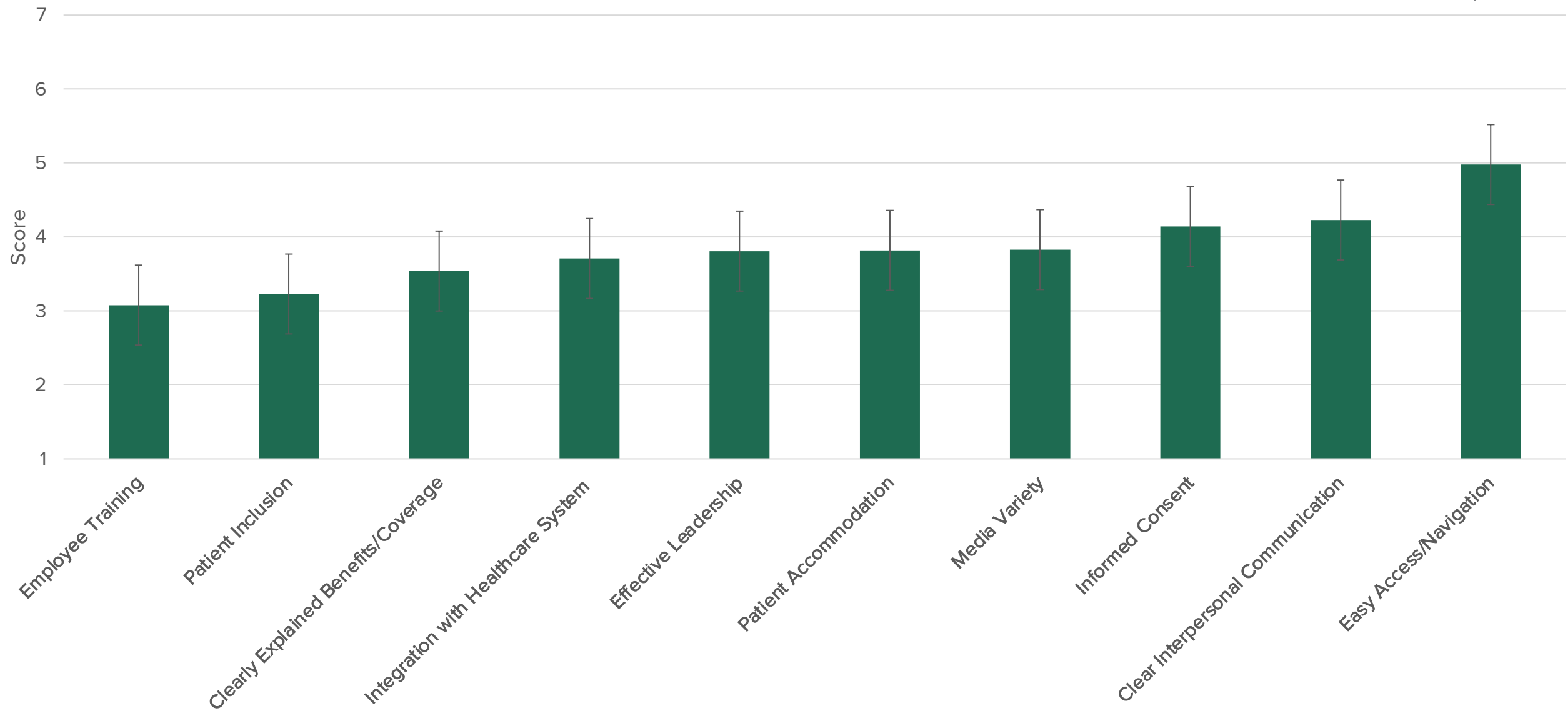


The Joint Commission

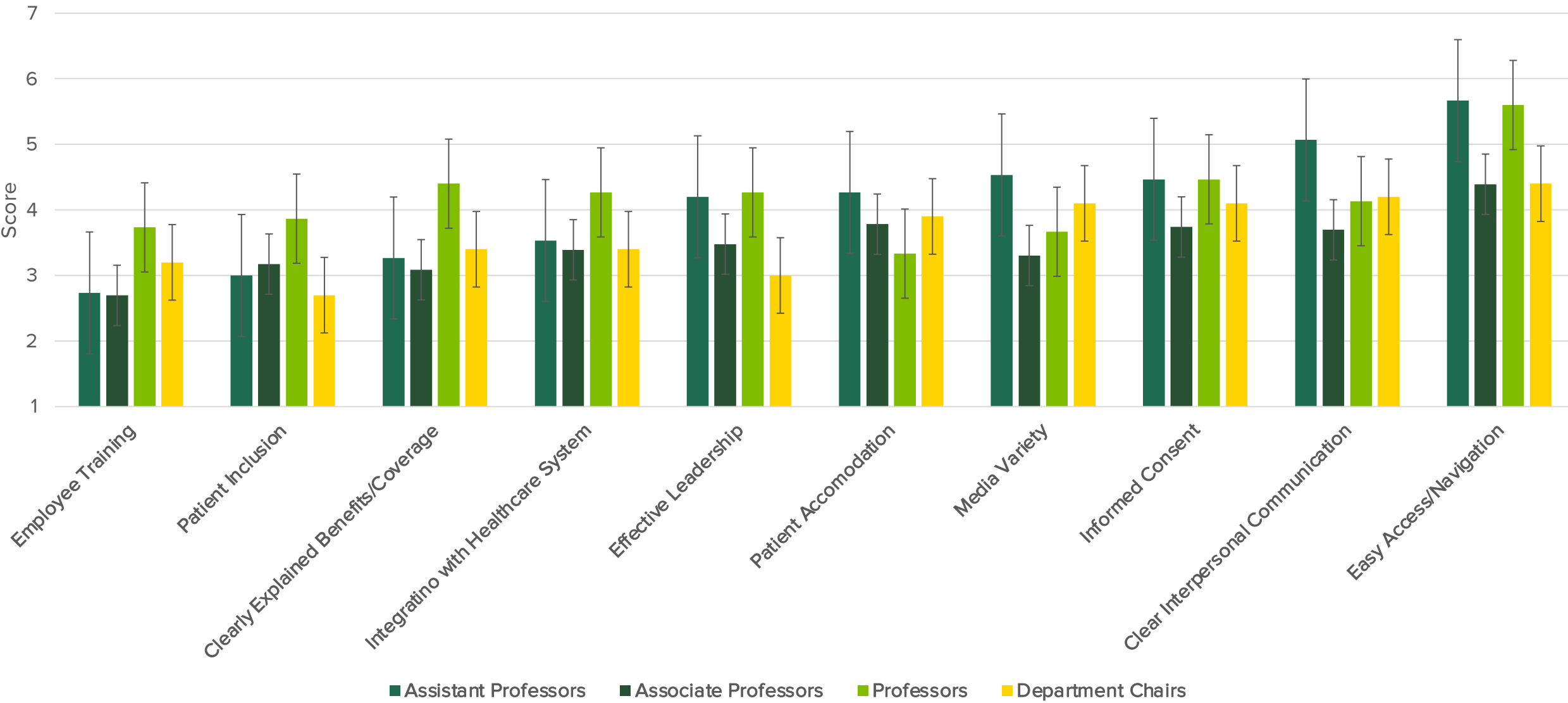
Methods



Mean Organizational Health Literacy Attribute Scores



Mean Organizational Health Literacy Attribute Scores Stratified by Academic/Physician Rank



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



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Thank you!