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Health Literacy at Children's Mercy

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<https://scholarlyexchange.childrensmercy.org/healthliteracy/workshop/Thursday/3>

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Children's Mercy Health Literacy Committee

Angie Knackstedt, BSN, RN-BC
Health Literacy Coordinator

Barbie Rudder, MA, CCLS
Health Literacy Committee Chair

Who are we?

Committee of volunteers representing clinical and non-clinical areas throughout Children's Mercy that meet monthly to raise awareness and promote health literacy and build a more health literate organization.

Nursing Units
Ambulatory Clinics
Child Life
PT/OT
Patient Access
Security
Quality Improvement

Pharmacy
Family-Centered Care
Radiology
Home Care
Library Services
Communications & Marketing
General Pediatrics

Care Management
Laboratory
Integrative Care Services
Respiratory Therapy
Language Services/Translation
Environmental Health

Monthly meetings:

- 1st Tuesday of every month 7:30-8:30 a.m.
- Utilize Polycom to connect to off-site locations

What do we do?

Developing strategies to integrate health literacy throughout Children's Mercy.

Mission:

To partner with patients, families and staff to promote understanding of health information in order to make health care decisions that achieve safe and effective outcomes.

Vision:

Be leaders in advancing Children's Mercy as a health literate organization.

Purpose:

To support the Children's Mercy organization in all aspects of health literacy by:

- Educating staff about health literacy (including health literacy principles, tools & language).
- Providing a health literate infrastructure that promotes health literacy in all aspects of business and care.
- Engaging staff and volunteers in the health literacy process (patient-staff/ staff-staff).
- Promoting and improving effective, useable communication to enhance collaboration, engagement, outcomes and satisfaction
- Empowering patients and families in self-care through increased knowledge, confidence and communication in making health care decisions.
- Include health literacy as an aspect of delivering safe, effective and equitable patient care.

How do we it?

Creating

Connecting

Collaborating

Creating the Atmosphere

Education

HL 101

HL 102 (Future)

Organizational Assessment

A3 Project

Survey Development

Identifying Gaps and Next Steps

Connecting

Advocating for Improvement
HL Advocate program
HL Hero

Monthly Committee meeting partnership discussions with
other departments and experts

Collaborating

Document Reviews

How to submit

Building relationships with units/areas throughout hospital system

Local and Regional partnerships

So much more to do!

How can you learn more?

Find more information on the [Scope](#)

Start today

Spread the Word

Be a Children's Mercy Health Literacy Hero

