Health Literacy Challenges and Opportunities: Bringing Children's Mercy and Kansas City Together

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Health Literacy at Children's Mercy

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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 do 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!