

Children's Mercy Kansas City

## SHARE @ Children's Mercy

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Health Literacy Events

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

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Apr 19th, 9:15 AM - 9:45 AM

### Health Literacy at Children's Mercy

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Knackstedt, Angie and Rudder, Barbra, "Health Literacy at Children's Mercy" (2018). *Health Literacy Events*. 3.

<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

