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

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Background

Dec 2017 - The NNLM MidContinental Region's Immersive Workshop Funding Award was granted to a team at Children's Mercy Hospital (CM)

April 2018 – Two-day immersive, interprofessional workshop on health literacy

Project team: two librarians, a practicing physician, a child life specialist, and a nurse educator specializing bioethics and health literacy, all of whom were past or present members of CM's Health Literacy Committee

| | Location | Participants |
|---------|----------------------------|--|
| Day One | Kansas City Public Library | 73 Speakers and participants from a wide variety of health literacy-interested groups and individuals from CM and the Kansas City community |
| Day Two | Children's Mercy Hospital | 60 CM employees interested and well-positioned to promote health literacy practices in patient care Included: quality care coordinators, nursing unit and allied health educators, library staff, faculty development coordinators, Health Literacy Committee members, and Patient Education Committee members. |

Workshop content was designed to help attendees meet the following learning objectives:

1. Describe how different professionals can contribute to improving health literacy awareness
2. Identify ways of utilizing health literacy tools and resources that foster confidence for participants to become change agents in their areas of work or volunteer activity
3. Create opportunities for learning, networking, and sharing among members of KC community organizations invested or interested in health literacy
4. Strategize how to meet patient and caregivers' health information needs while remaining sensitive and responsive to various levels of literacy, cultural, and digital access differences
5. Leverage the workshop content to further develop health literacy organizational initiatives and projects both within CM and in collaboration with external partners

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

An immersive, interprofessional health literacy workshop increased use of health literacy practices and fostered organizational and community engagement



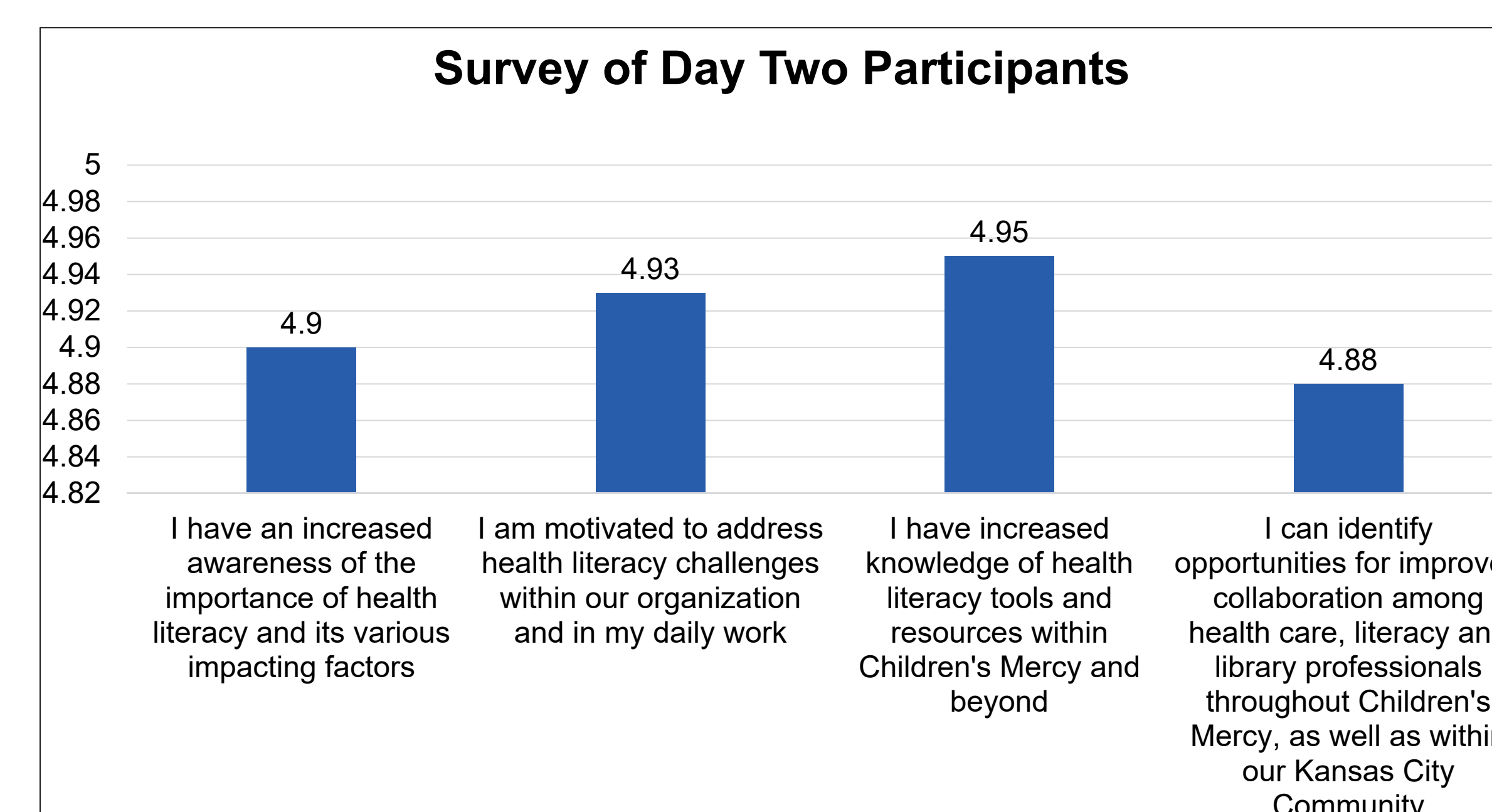
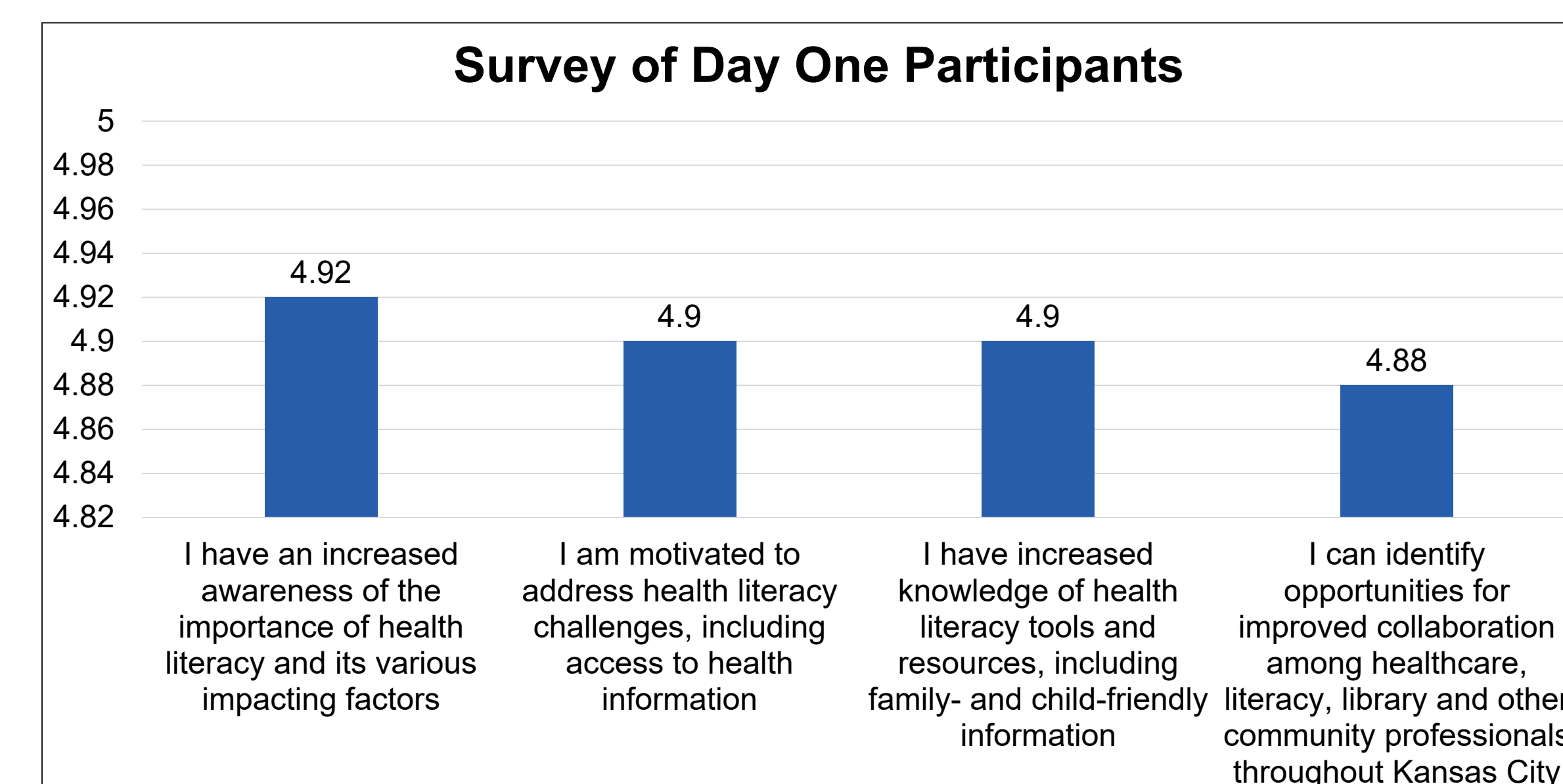
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Workshop website

Outcomes

| | |
|---------|--|
| Day One | <p>Informal comments and post-workshop survey results from speakers and participants were highly positive, and the planning team received multiple requests to repeat the workshop in the future.</p> <p>At least one CM employee began volunteering for a community literacy organization that presented at the event</p> |
| Day Two | <p>CM Library Services observed an increase in utilization of consumer health and patient education services.</p> <p>CM Health Literacy Committee:</p> <ul style="list-style-type: none"> • increased membership • received an increase in requests for consultative/collaborative services: <ul style="list-style-type: none"> ○ Reviews of written documents for plain language ○ Education of staff on techniques such as teach-back ○ Collaboration with the Office of Research Integrity project Consent Excellence to improve consenting process and forms for research • began developing new health literacy-related education that connects health literacy to health equity • implemented a Health Literacy Advocate Program to recognize and promote health literacy efforts at the unit level • enhanced the Health Literacy Committee intranet site to make health literacy resources, education and programs/activities more accessible |



Weighted average on a scale from 1-5
1 = strongly disagree; 5 = strongly agree



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