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

Jennifer A. Lyon
*Children's Mercy Hospital*, jalyon@cmh.edu

Angie Knackstedt
*Children's Mercy Hospital*, aknacksted@cmh.edu

Barbra Rudder
*Children's Mercy*, bsrudder@cmh.edu

Mamta Reddy MD
*Children's Mercy Kansas City*, mreddy@cmh.edu

Courtney R. Butler
*Federal Reserve Bank of Kansas City*, courtney.butler@kc.frb.org

Follow this and additional works at: [https://scholarlyexchange.childrensmercy.org/posters](https://scholarlyexchange.childrensmercy.org/posters)

Part of the Civic and Community Engagement Commons, Community Health Commons, Gender, Race, Sexuality, and Ethnicity in Communication Commons, Health and Physical Education Commons, Health Communication Commons, Health Sciences and Medical Librarianship Commons, Interprofessional Education Commons, Language and Literacy Education Commons, Medicine and Health Commons, and the Public Health Commons

**Recommended Citation**

Lyon, Jennifer A.; Knackstedt, Angie; Rudder, Barbra; Reddy, Mamta MD; and Butler, Courtney R., "Health Literacy Challenges and Opportunities: Bringing Children’s Mercy and Kansas City Together" (2019). *Posters*. 85. [https://scholarlyexchange.childrensmercy.org/posters/85](https://scholarlyexchange.childrensmercy.org/posters/85)

This Book is brought to you for free and open access by SHARE @ Children's Mercy. It has been accepted for inclusion in Posters by an authorized administrator of SHARE @ Children's Mercy. For more information, please contact library@cmh.edu.
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

**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 in bioethics and health literacy, all of whom were past or present members of CM's Health Literacy Committee

**Outcomes**

Day One

- CM Library Services observed an increase in utilization of consumer health and patient education services.
- CM Health Literacy Committee:
  - increased membership
  - received an increase in requests for consultative/collaborative services:
    - 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 consent processes 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

Day Two

- At least one CM employee began volunteering for a community literacy organization that presented at the event
- An immersive, interprofessional health literacy workshop increased use of health literacy practices and fostered organizational and community engagement
- CM Library Services observed an increase in utilization of consumer health and patient education services.
- CM Health Literacy Committee:
  - increased membership
  - received an increase in requests for consultative/collaborative services:
    - 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 consent processes 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

**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

**Survey of Day One Participants**

- [Chart showing survey results]

**Survey of Day Two Participants**

- [Chart showing survey results]

**Download the poster**

**Workshop website**

Jennifer Lyon, MS, MLIS, AHIP
Barbie Rudder, MA, CCLS
Angela Knackstedt, BSN, RN-BC
Mamta Reddy, MD, MBOE
Courtney R. Butler, MLS