



“Do You Understand the Words Coming Out of My Mouth?” Health Literacy’s Impact on Communication and HealthCare

October 17, 2022 | Wayne Neal, MAT, BSN, NPD-BC and Brooke Goodwin MSW, LICSW



HONOR ROLL

#5 in U.S. News Best
Children's Hospitals
Honor Roll



REGIONALLY RANKED

#1 in District of Columbia
#2 in Mid-Atlantic



NATIONALLY RANKED

in 10 Children's Specialties

- # 1 NICU
- # 5 Pediatric Nephrology
- # 3 Neurology & Neurosurgery
- # 6 Cancer
- # 7 Pediatric Orthopedics
- # 8 Pulmonology & Lung Surgery

About Children's National



We Care for the Nation's Children

- **323**-bed acute care inner city hospital
- The only **Level 1** Pediatric Trauma Center in Metropolitan Washington, DC
- **SkyBear** - Critical Care transport program via ground and air
- Operates 2 large Emergency Departments
- 16 Specialty Care Centers in Maryland, Virginia and DC
- Merge with HSC Health Care System



We Care for the Nation's Children

In fact, we cared for
246,124
unique patients In 2021



More than
3,006
(mostly remote) hours
of service donated by
331
volunteers

Annual
Hospital
Admissions
14,448



Average
length of stay
7.74
days

Maryland 58%
Washington, D.C. 22%
Virginia 17%
Other areas 3%

PERCENTAGE
OF PATIENTS FROM
THE DMV AREA



53,809

Unique Children's
National Pediatricians
& Associates patients



Our Global Services
program coordinated
care for
214
patients from
35
countries
resulting in over
4,562
appointments

Diagnostic Imaging
procedures performed
129,932



Laboratory tests performed
1,280,701

We provided
\$194,204,359
in community benefit

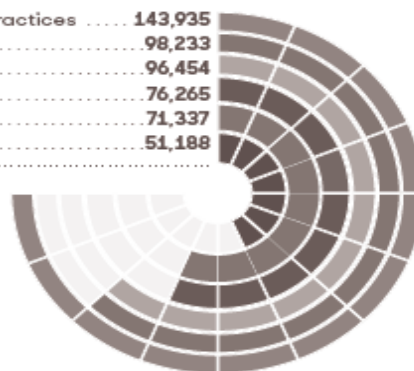


\$139,540,811
in uncompensated care

NUMBER OF PATIENT VISITS TO:

Children's National Pediatricians & Associates practices	143,935
Main campus outpatient clinics	98,233
Children's Health Centers	96,454
Off-campus outpatient centers	76,265
Emergency department	71,337
Outreach centers	51,188

Total Outpatient Visits: **537,412**



14,946 Children's National Hospital
+ 2,014 Ambulatory Surgery Center
in Montgomery County
16,960 Total surgical cases performed

RESEARCH

More than 77% of Children's
National research funding
comes from federal agencies,
including 70% from the National
Institutes of Health (NIH).

Children's National researchers
are investigating a multitude
of pediatric diseases and
novel treatments through our
institutes, centers and offices!

- Center for Cancer and Immunology Research
- Center for Genetic Medicine Research
- Center for Neuroscience Research
- Center for Translational Research
- Clinical and Translational Science Institute
- Office of Academic Affairs
- Office of Medical Education
- Sheikh Zayed Institute for Pediatric Surgical Innovation



1,500
ACTIVE CLINICAL
RESEARCH PROJECTS

EMPLOYMENT

1,602
Nurses

720
Physicians
(including faculty and
clinical associates)

283
Physicians
in training

4,195
Other

5,633
FTEs
(full-time
equivalents)

WE EMPLOY **6,800** PEOPLE

Children's National employs an additional
339 employees as a part of Pediatric Specialists of Virginia
and 514 employees at the HSC Health Care System

Number of
Employees who
WORK IN:

DC 5,631
MD 1,098
VA 71*

Number of
Employees who
LIVE IN:

DC 1,646
MD 4,020
VA 979
Other 155



Objectives

- Discuss and brainstorm the evolution of health literacy and its impact on one's ability to communicate around illness and disease
- Connect the relationship between social determinants of health and health literacy
- Apply principles of health literacy to clinical practice

Evolution of Health Literacy

How is “Literacy” Different from “Health Literacy?”

Literacy- Having the basic skills to read, write and compute without regard to context

Health Literacy- Reading, writing, computing, communicating and understanding in the context of health care

Background

According to the National Assessment of Adult Literacy (2003) which surveyed **44 million** adults, 16yrs and older, in US households and prisons:

Nearly 9 out of 10 Americans lack the skills needed to manage their health and /or prevent diseases.

Background

In 2013, according to the Program for the International Assessment of Adult Competencies (PIACC) which measured literacy, numeracy and problem solving but not formal health literacy, it was determined that

“Low literacy and numeracy skills impact health literacy skills,” confirming the correlation with 2003 National Assessment of Adult Literacy data

Definitions

Personal health literacy is the degree to which individuals have the ability to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.

Organizational health literacy is the degree to which organizations equitably enable individuals to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.

What Factors Influence Health Literacy?

Age

Sex

Gender

Socio-
Economic
Status

Education

Language

Disability

Familiarity

Test Your Personal Health Literacy

What percentage of high school graduates have limited personal health literacy?

What percentage of English speaking adults in the US have proficient personal health literacy?

Words Matter/Plain Language

Homonyms

Synonyms

Abbreviations

Video and Discussion

Group Activity

Public Service Announcement

PREVENTION



Self-isolation at home.

Avoid public areas and transportation.

Limit contact with people or pets.





PREVENT THE SPREAD OF GERMS

- **Stay home**
- **Avoid public areas and transportation**
 - **Wash your hands often**
- **Limit your contact with people and pets**

Our Communication

How well do we communicate our message in general and then for people in specific communities. As we think about talking to people who have been exposed to COVID what words do we use to help people stay away from each other?



Connect the Relationship between SDOH and Health Literacy



Video and Discussion

Health Literacy Taboo



Principles for Clinical Practice

- Clear Communication
- Shame Free Environment
- Choosing NOT to use jargon/abbreviations as an act of exclusion
- Access to and utilizing language services
- Inclusion of family voice

How Are You Becoming a Health Literate Organization?



READABILITY

NOW THIS LOOKS LIKE
SOMETHIN' I'D READ!



PLAIN LANGUAGE

I'M UNDERSTANDIN' ALL
THIS INFO UP IN HERE!



HEALTH LITERACY

I'M GONNA GO MAKE
SOME INFORMED DECISIONS!



Video

Questions/Comments...

References

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Thank You!

