



Coalition Connect

The latest news from the
Utah Health Literacy Coalition

U.S. DEPT OF H.H.S

Tools and Strategies for Better Organizational Health Literacy



Organizational health literacy is important in every system to ensure that information is communicated clearly to the target audience, whether that is a patient, client, parent, student, patron, parishioner, etc. In this video, Early childhood programs use health literacy strategies to improve communication, reduce health disparities, and advance health equity. Health literacy practices at the personal and organizational levels help families and staff to find, understand, and use health information. This video discusses the 7 principles 1) capacity, 2) content, 3) equity, 4) dissemination, 5) feedback, 6) practice, and 7) evaluation to become a health-literate organization and support positive health outcomes for children and families [watch HERE](#)

↓ In this newsletter you will find:
Upcoming events, Coalition Updates, Helpful
Tools, Health literacy tips, Recent research &
Member spotlight. Keep Reading!



[Follow us on LinkedIn](#)

UTHLC website coming soon!

Upcoming Events

Utah health Literacy Coalition Learning sessions



Content experts provide virtual learning sessions on various health literacy topics during the fourth week of each month. Look for calendar invites.

July 22nd: Cultural Health Literacy

August 21st: Making the case for HL within your organization

Health Statistics on the Web



National Library of Medicine
Network of the National Library of Medicine

Date: July 10 **Time:** 11:00 AM - 12:30 PM

[Register here](#)

Location: Webinar–Participants will: 1) Recognize the

differences between data, data sets, and statistics, 2) Understand the 4-step process used to locate relevant health statistics for a particular circumstance, 3) Identify online resources that provide data sets and statistics at the local, state and national level.

Tapping the Power of the Arts and Culture in Improving Health for All



Date: July 16 **Time:** 11:30 AM-1:00 PM

[Register here](#)

Location: Webinar - Through sharing specific examples, resources, and

ideas, the session will demonstrate the strength and potential of the arts to shape health policy; advance narrative change; strengthen messaging; and enhance the functioning, engagement and effectiveness of collaborations and teams.

How PubMed Works - Class series



National Library of Medicine
Network of the National Library of Medicine

Date: July 23, July 25, July 30, Aug 1 **Location:** Webinar

The four class sessions are: 1) Introduction, 2) Selection, 3)

Medical Subject Headings, 4) Automatic Term Mapping. This series of four classes addresses increasing health information access and use by highlighting information about the National Library of Medicine's PubMed bibliographic database. [Register here](#)

Effective Health Communication and Health Literacy: Understanding the Connection



National Library of Medicine
Network of the National Library of Medicine

Date: August 7 **Time:** 12:00 -1:00 PM **Location:** Webinar- Introduces concepts of health literacy and health communication, outlines components of clear health communication, and identifies online resources from NLM, government agencies and other recognized resources for health literacy and health communication. [Register here](#)

USOPHE 2024 Conference - Scaling New Heights



Date: November 7 **Time:** 8:00 am – 4:00 pm

[Register here](#)

Location: Viridian Event Center, 8030 S 1825 W, West Jordan, Utah

Register by August 31 using code EARLYBIRD2024 for early bird pricing. If you'd like to be a speaker, please submit an abstract by Aug. 15

Utah Health Literacy Coalition Updates

Workgroups



ADVOCACY AND POLICY

- Finalizing the Health Literacy Month proclamation to send to Gov. Cox
- If you are interested in signing the proclamation as a supporting organization, please reach out to Amber Lee Hall, Amber.Hall@hsc.utah.edu



NETWORKING

- Starting work on networking opportunities and monthly learning sessions for coalition members.
- We need more support in this area. Please reach out to Ayan Nor, ANor@slco.org to help.



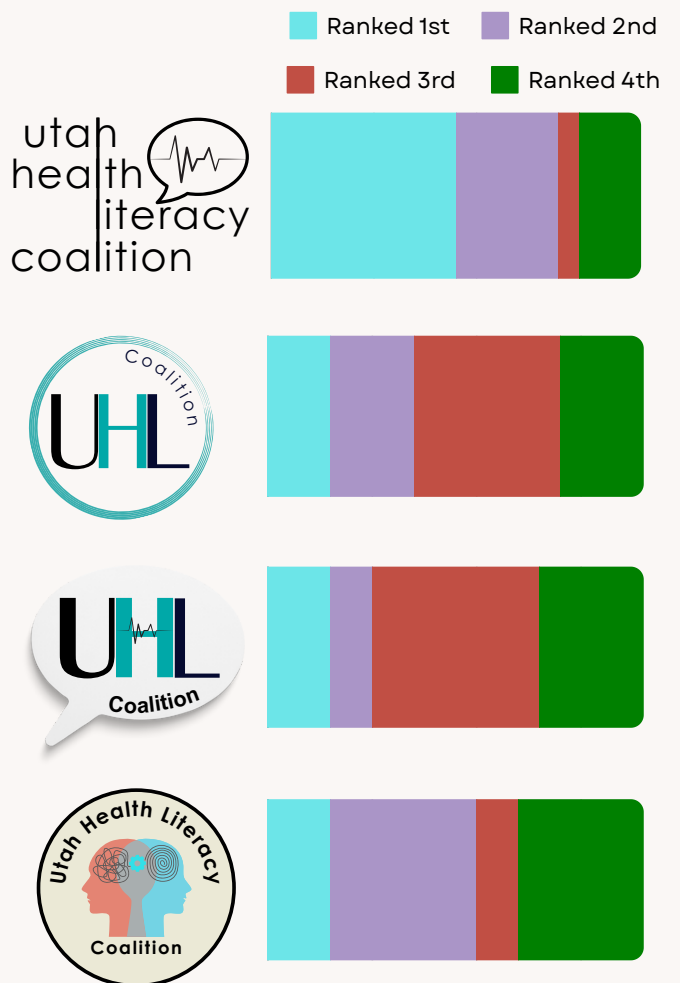
TRAINING & RESOURCES

- Working on creating content for website:
 - training content
 - toolkits
- If you are willing to help create content, reach out to Joelle Fierro, JFierro@utah.gov

Voting is in

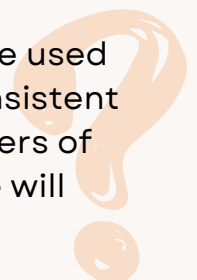
We asked:

Rank logo choices from favorite to least favorite



Q. Is our abbreviation UTHLC or UHLC?

A. Coalition members have used both acronyms. To be consistent and to follow the first letters of the agreed-upon logo, we will officially adopt **UHLC**.



Utah Health Literacy Coalition Website

Proposed pages

HOME



About

- Mission
- Values
- Vision
- Coalition intro

Members

- Leadership
- Supporting organizations

POLICIES



Plain language act

- Why use plain language

Rights and Laws for accessing interpreters

- Why provide interpreters

Share your story

- Your voice matters! Tell your story, it may help influence policy decisions.

SAMPLES



- Signage
- I speak cards
- Factsheets
- Social media messaging
- Policies
- Infographics
- Health education brochures

LOCAL RESOURCES



Interpreters

Social services

- 211
- FeedUT
- Disability services
- 988
- Aging Services

Libraries

TRAINING



Health literacy “how to”

- Write in an active voice, develop materials, etc.

Patient “how to”

- Ask about my medical condition, prepare for a Dr. appt, etc.

Librarian “how to”

- Help someone find info about a medical condition, etc.

Healthcare provider “how to”

- Use the teach-back method, work with an interpreter, etc

TOOLKITS



Navigating systems

- Insurance
- Libraries
- Healthcare
- Disabilities

Health literacy

- Organizational health literacy
- Personal health literacy
- Evaluating understandability (PEMAT HEMAT, CCI)

Community HL certification

NEWS



- Newsletters
- Meeting minutes
- Recordings of learning sessions
- Upcoming events

Helpful Tools



Check out these helpful tools for improving health literacy



[Making Health Literacy Real: Workbook](#)

This easy-to-use template helps you and your organization get started in developing your own plan to change organizational and professional practices to improve health literacy. Developing a plan for action does not have to be an overwhelming process. This template can help you think through the steps needed from getting buy-in and conducting an assessment to developing goals and monitoring progress.



[Organizational Health Literacy Training](#)

Keep your staff up-to-date on health literacy practices. Find training and resources here to educate professionals about health literacy practices and about applying these practices to better communicate



with patients and the public.



[Pharmacy Health Literacy Tool](#)

This tool is made for pharmacies but could be adapted for other organizations. It assesses the environment, materials, and communication using a walk through, staff survey and patient focus group.



Agency for Healthcare Research and Quality

Health Literacy Tip

10 Attributes of Health Literate Organizations

[Centers for Disease Control and Prevention](#)

[Read more here](#)



1. Leadership prioritizes health literacy in its mission and operations.
2. Health literacy is included in planning, quality improvement, and goal setting.



3. The workforce is trained to handle health literacy issues, and progress is monitored.

4. Information and services are easy to access, with clear signage and instructions.



5. Health literacy is addressed in emergencies and high-risk situations.

6. Health services and costs are communicated clearly.



7. Community members are involved in designing and evaluating health information and services.

8. The needs of all audiences are met without stigmatizing anyone.



9. Health literacy strategies are used in spoken communication.
10. Content is designed to be easy to understand and helps people make informed health decisions.

Research

[Understanding and Advancing Organizational Health Literacy Within a Public Health Setting](#)

This study describes use of the Agency for Healthcare Research and Quality Health Literacy Universal Precautions Toolkit to conduct an organizational health literacy needs assessment and improvement plan in a public health setting. Assessment of staff and clients revealed strengths and weaknesses in organizational health literacy practices. Feedback guided efforts to improve organizational health literacy capacity.

[Read more](#)



[Public libraries as health literate multi-purpose workspaces for improving health literacy](#)



Public libraries have a unique role in the community. By understanding and addressing community needs, libraries can play a key role in improving health literacy. The COVID-19 pandemic has shown how important it is for individuals and communities to quickly access and use health information. Now, more than ever

it is crucial to strengthen public libraries as health-literate spaces. [Read more](#)

[Association of Health Insurance Literacy with Health Care Utilization: a Systematic Review](#)

Current research shows that low health insurance literacy prevents the effective use of key health services like primary care, preventive services, and medication adherence. Improving health insurance literacy and using clear communication about plan features can help people use these services more effectively and cost-consciously.

[Read more](#)



Member Spotlight

AYAN NOR

Health Educator

Salt Lake County Health Department



Why did you join the Utah Health Literacy Coalition? To connect with other professionals and contribute to health literacy efforts being made in different fields.

Briefly explain some health literacy projects you have worked on this year.

As a health literacy health educator, we work with clinics on quality improvement projects. I am working with clinics within Intermountain Health and the University of Utah on creating processes that involve health literacy practices such as the teach-back method, language access, plain language communication, and more. Being able to get into bigger systems like IH and U of U Health was a proud moment for my team and me because that can lead ultimately to systemic changes.

What was the outcome of those projects?

These projects have shown an increase in patient understanding and satisfaction and a decrease in patients returning with questions or miscommunication. We collected baseline data (patient surveys), trained the staff, and collected post-survey data after several months of implementing the health literacy practices. These projects have shown to work well enough to help patients while also not burdening the staff.

What is your favorite part of being part of the Utah Health Literacy

Coalition? My favorite part is meeting all the professionals who want to reduce health disparities by implementing health literacy practices in their fields. It keeps me motivated to continue working hard in the medical and public health fields.