



OHSU Health Literacy Symposium

Innovating for Better Results in Health Care, Education, and Research



Thursday, October 17, 2024
OHSU Auditorium
Noon – 5 p.m.

Contents

- Acknowledgements..... 2
- Presenters 3
- Contact 4
- Disclosures..... 5
- Livestream and Recording Notice 5
- Learning Objectives 6
- Evaluation Survey 6
- Agenda..... 7
- Resources 8
- Notes..... 10

Acknowledgements

We would like to thank the many OHSU members who helped make the inaugural OHSU Health Literacy Symposium possible through their volunteerism, support, and financial contributions.

OHSU Health Literacy Symposium Planning Committee

Cliff Coleman, M.D., MPH, Chair
Samantha Birk, M.S., Vice Chair
Kathleen Gardiner, MBA
Lia Sebring, M.S.
Larissa Yoshino, MPH

OHSU Health Literacy Workgroup

Cliff Coleman, M.D., MPH, Chair
Banning Hendriks, MBA, Vice Chair
Samantha Birk, M.S.
Marie Chisholm-Burns, PharmD, PhD, MPH, MBA, FCCP, FASHP, FAST, FACHE
Kathleen Gardiner, MBA
Rene Norton, DNP
Megan Pugmire, B.A.
Lia Sebring, M.S.
Larissa Yoshino, MPH
Meredith Zauflik, MPA

OHSU Brand Strategy and OHSU Center for Ethics in Health Care for cohosting the symposium.

OHSU Provost, Marie Chisholm-Burns, for sponsoring the attendance of OHSU students.

Thank you to OHSU Center for Ethics staff, Dave Hoyt and Safa Sohail, MBA, for their guidance, feedback, and assistance during the symposium and in planning the event. A special thank you to everyone who helped shared news about the symposium and encouraged others to attend.

Presenters

Plenary Speakers

Marie Chisholm-Burns, PharmD, PhD, MPH, MBA, FCCP, FASHP, FAST, FACHE
OHSU Provost and Executive Vice President
J.S. Reinschmidt Endowed Professor

Cliff Coleman, M.D., MPH
Doris and Mark Storms Chair in Compassionate Communication, OHSU Center for Ethics
Professor of Family Medicine

Megan Pugmire, B.A.
Associate Vice President, OHSU Brand Strategy

Katie H. Stowers, D.O.
Interim Director, OHSU Center for Ethics
Ronald W. Naito Director in Serious Illness Education, OHSU Center for Ethics
Associate Professor of Medicine, OHSU School of Medicine

Breakout Session Speakers

Ruby M. Aaron, M.S.
Medical Student

Kristen Beiers-Jones, R.N., M.N.
Assistant Professor of Clinical Nursing

Alexis Burke
Medical Student

Cliff Coleman, M.D., MPH
Doris and Mark Storms Chair in Compassionate Communication, OHSU Center for Ethics
Professor of Family Medicine

Ajit Elhance, B.A.
Medical Student

Joan Marie Hady
Medical Student

Aimee Mooney, M.S., CCC-SLP
Senior Research Program Manager, Oregon Alzheimer's Disease Research Center

Brian Park, M.D., MPH
Associate Professor of Family Medicine

Rachael Postman, DNP, FNP-C
Assistant Professor of Family Medicine

Emily Purzycki, B.S.
Medical Student

Lia Sebring, M.S.
Practice Manager, OHSU Hemostasis and Thrombosis Center

Katie H. Stowers, D.O.
Interim Director, OHSU Center for Ethics
Ronald W. Naito Director in Serious Illness Education, OHSU Center for Ethics
Associate Professor of Medicine, Department of Hospice & Palliative Medicine

Donald Sullivan, M.D., MPH, MCR
Associate Professor of Medicine, Division of Pulmonary, Allergy, & Critical Care Medicine
Cancer Prevention and Control Program, OHSU Knight Cancer Institute
Physician Scientist, Center to Improve Veteran Involvement in Care (CIVIC), Center for Innovation (COIN), VA-Portland Health Care System

Larissa Yoshino, MPH
Data and Communication Manager, University Center for Excellence in Developmental Disabilities

Meredith Zauflik, MPA
Recruitment Manager, Oregon Clinical & Translational Research Institute (OCTRI)

Contact

For questions and general information about the symposium, please contact Samantha Birk by email: strain@ohsu.edu

Disclosures

OHSU Health Literacy Symposium October 17, 2024

FACULTY DISCLOSURE INFORMATION

In accordance with the requirements of the ACCME's Standards for Integrity and Independence in Accredited Continuing Education, each instructor and member of the planning committee has been asked to disclose any relevant financial relationships with ineligible companies (defined as: any entity producing, marketing, re-selling, or distributing health care goods or services consumed by, or used on, patients). All of the relevant financial relationships listed for these individuals have been mitigated.

PROGRAM PLANNING COMMITTEE

Samantha Birk, MS	Nothing to Disclose
Clifford Coleman, MD, MPH	Nothing to Disclose
Kathleen Gardiner, MBA	Nothing to Disclose
Lia Sebring, MS	Nothing to Disclose
Larissa Yoshino, MPH	Nothing to Disclose

INSTRUCTORS/MODERATORS

Ruby Aaron, MS	Nothing to Disclose
Kristen Beiers-Jones, R.N., M.N.	Nothing to Disclose
Alexis Burke, MS3	Nothing to Disclose
Marie Chisholm-Burns, PharmD, PhD, MPH, MBA, FCCP, FASHP, FAST	

Name of commercial interest	What is the relationship?	Contributor	What was received?
McGraw Hill Education Publishing	Other (describe below)		Royalties

Clifford Coleman, MD, MPH	Nothing to Disclose
Ajit Elhance, BA	Nothing to Disclose
Joan Hady, MS3	Nothing to Disclose
Aimee Mooney, M.S., CCC-SLP	Nothing to Disclose
Brian Park, M.D., M.P.H.	Nothing to Disclose
Rachael Postman, DNP, FNP-C	Nothing to Disclose
Megan Pugmire, BA	Nothing to Disclose
Emily Purzycki, BS	Nothing to Disclose
Lia Sebring, MS	Nothing to Disclose
Katie Stowers, D.O.	Nothing to Disclose
Donald Sullivan, M.D., M.P.H., M.C.R.	Nothing to Disclose
Larissa Yoshino, MPH	Nothing to Disclose
Meredith Zauflik, MPA	Nothing to Disclose

Livestream and Recording Notice

Please note that all sessions will be livestreamed via Webex to OHSU members attending virtually from outside the Portland metro area. Each presentation, including Q&A and group discussions, will be recorded. Please contact the OHSU Center for Ethics if you have any questions.

Learning Objectives

The OHSU Health Literacy Symposium aims to showcase clear communication strategies and campus projects to more effectively engage with patients, research participants, and community members across OHSU's many programs. OHSU Faculty, staff, learners, and administrators will be inspired by innovative approaches to help OHSU reach the ambitious goal of becoming a model health literate organization. You'll learn how to:

- Describe organizational health literacy and describe the elements of a health literate organization.
- Identify current communication barriers that affect health-related outcomes.
- Identify clear communication strategies to improve equitable access to understandable information in clinical, educational, and research settings.

Accreditation: Oregon Health & Science University School of Medicine is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Credit: OHSU School of Medicine designates this virtual activity for a maximum of 3.25 *AMA PRA Category 1 Credits*[™]. Physicians should claim only the credit commensurate with extent of their participation.

Evaluation Survey

Thank you for attending the inaugural OHSU Health Literacy Symposium. We would appreciate your feedback by taking this quick survey. It should only take 2-3 minutes.

Survey link: https://ohsu.ca1.qualtrics.com/jfe/form/SV_e3fH5LYFY3lmZym

Access by QR code:



Agenda

12:00 – 1:00	Poster Session & Lunch		Great Hall
1:00 – 1:05	Symposium Opening & Overview		AUD 260
1:05 – 1:20	Welcome – OHSU Health Literacy Symposium <i>Marie Chisholm-Burns, PharmD, PhD, MPH, MBA, FCCP, FASHP, FAST, FACHE</i> (With introduction by Megan Pugmire)		AUD 260
1:20 – 2:20	Becoming a Health Literate Organization <i>Cliff Coleman, MD, MPH</i> (With introduction by Katie H. Stowers, DO)		AUD 260
2:20 – 2:35	Break		
2:35 – 3:35	Breakout Session 1		
	<i>Education – AUD 260</i>	<i>Clinical – AUD 210</i>	<i>Research – AUD 217</i>
2:35 – 2:50	Teaching Plain Language Habits for Medical Students <i>Cliff Coleman, MD, MPH</i>	Developing a Health Literacy Subcommittee: Experience from Richmond Clinic <i>Rachael Postman, DNP, FNP-C</i>	Building a Health Literate Research Project: Best Practices and How-Tos <i>Larissa Yoshino, MPH & Meredith Zauflik, MPA</i>
2:50 – 3:05	Medical Student Testing in Compassionate Communication <i>Katie H. Stowers, DO</i>	Conducting a Health Literate Document Review <i>Lia Sebring, MS</i>	Verifying Comprehension in Research Consenting Process <i>Aimee Mooney, MS, CCC-SLP</i>
3:05 – 3:20	Improving Medical Communication Through Game Play <i>Ruby M. Aaron, Alexis Burke, Ajit Elhance, Joan Marie Hady, Emily Purzycki</i>	Safe Medications for ALL Requires Translation: Language Access in Pharmacies <i>Kristen Beiers-Jones, RN, MN & Brian Park, MD, MPH</i>	iDECIDE (Improving Decision-making Encounters in Lung Cancer): A Low Health Literacy Tool <i>Donald Sullivan, MD, MPH, MCR</i>
3:20 – 3:35	Group Q&A	Group Q&A	Group Q&A
3:35 – 3:50	Break		
3:50 – 4:50	Breakout Session 2		
	<i>Education – AUD 260</i>	<i>Clinical – AUD 210</i>	<i>Research – AUD 217</i>
3:50 – 4:05	Teaching Plain Language Habits for Medical Students <i>Cliff Coleman, MD, MPH</i>	Developing a Health Literacy Subcommittee: Experience from Richmond Clinic <i>Rachael Postman, DNP, FNP-C</i>	Building a Health Literate Research Project: Best Practices and How-Tos <i>Larissa Yoshino, MPH & Meredith Zauflik, MPA</i>
4:05 – 4:20	Medical Student Testing in Compassionate Communication <i>Katie H. Stowers, DO</i>	Conducting a Health Literate Document Review <i>Lia Sebring, MS</i>	Verifying Comprehension in Research Consenting Process <i>Aimee Mooney, MS, CCC-SLP</i>
4:20 – 4:35	Improving Medical Communication Through Game Play <i>Ruby M. Aaron, Alexis Burke, Ajit Elhance, Joan Marie Hady, Emily Purzycki</i>	Safe Medications for ALL Requires Translation: Language Access in Pharmacies <i>Kristen Beiers-Jones, RN, MN & Brian Park, MD, MPH</i>	iDECIDE (Improving Decision-making Encounters in Lung Cancer): A Low Health Literacy Tool <i>Donald Sullivan, MD, MPH, MCR</i>
4:35 – 4:50	Group Q&A	Group Q&A	Group Q&A
4:50 – 5:00	Closing Remarks & Evaluations <i>Cliff Coleman, MD, MPH</i>		Remain seated in your current breakout room.

Resources

General Health Literacy Resources

Agency for Healthcare Research and Quality (AHRQ) Health Literacy
<https://www.ahrq.gov/health-literacy/index.html>

CDC Health Literacy: <https://www.cdc.gov/healthliteracy/index.html>

Institute for Healthcare Advancement (IHA) Health Literacy Solutions Center
<https://www.healthliteracysolutions.org/home>

Health Literate Organization Resources

AHRQ Ten Attributes of Health Literate Health Care Organizations
<https://www.ahrq.gov/health-literacy/publications/ten-attributes.html>

CDC Health Literacy: Developing a Plan in Your Organization
<https://www.cdc.gov/healthliteracy/planact/develop/index.html>

AHRQ Consensus Organizational Health Literacy Quality Improvement Measures
<https://www.ahrq.gov/health-literacy/improve/organizational.html>

OHSU Resources

“Health Literacy Basics for Written Communications” is a self-paced Compass training module. Provides information about health literacy, universal precautions, plain language, readability, numeracy, and accessibility. Access by logging into Compass.

Health Literacy and Clear Communication Basics. OHSU Center for Ethics in Health Care.
<https://www.ohsu.edu/center-for-ethics/health-literacy-and-clear-communication-basics>

Creating Patient Friendly Materials

CDC Plain Language Materials and Resources.
<https://www.cdc.gov/healthliteracy/developmaterials/plainlanguage.html>

CDC. Your Guide to Clear Writing
<https://www.cdc.gov/nceh/clearwriting/docs/clear-writing-guide-508.pdf>

UnitedHealth Group Just Plain Clear Glossary: <https://www.justplainclear.com/en#>

Five Steps to Plain Language. Center for Plain Language.
<https://centerforplainlanguage.org/learning-training/five-steps-plain-language/>

The Patient Education Materials Assessment Tool (PEMAT). Agency for Healthcare Research and Quality.

<https://www.ahrq.gov/health-literacy/patient-education/pemat-p.html>

Clinician, Staff, and Learner Education

Always Use Teach-back! Toolkit: <https://teachbacktraining.org/>

IHA Health Literacy Specialist Certificate Program (Paid Certificate Program)

<https://learn.healthliteracysolutions.org/products/health-literacy-specialist-certificate-program-package>

“OHSU’s Modified 4 Habits for Patient-Centered Care” 18-minute simulated clinic encounter demonstrating 15 clear communication techniques. Coleman, C., Christian, S. (2019).

<https://www.youtube.com/watch?v=7KnxVbUIrY4>

“Health Literacy and Patient Safety: Help Patients Understand” 23-minute Overview of health literacy with patient testimonies. AMA Foundation (2008):

https://www.youtube.com/watch?v=cGtTZ_vxjyA

AHRQ Health Literacy Universal Precautions Toolkit, 3rd edition

<https://www.ahrq.gov/health-literacy/improve/precautions/index.html>

Pharmacy Resources

AHRQ Pharmacy Health Literacy Center. Health literacy tools for pharmacies

<https://www.ahrq.gov/health-literacy/improve/pharmacy/index.html>

Research Resources

Multi-Regional Clinical Trials Center. Health Literacy in Clinical Research.

<https://mrctcenter.org/health-literacy/>

Applying Health Literacy Principles to Clinical Research Studies: A Quick Guide for Study Teams. Multi-

Regional Clinical Trials Center. <https://www.bumc.bu.edu/crro/files/2022/04/2022-03-16-BUMC-CRRO-HL-Intro-Slides-FINAL.pdf>

UCSF Plain Language Consent Form Project. Plain Language Informed Consent Template and Companion Document. <https://irb.ucsf.edu/ucsf-irb%E2%80%99s-plain-language-informed-consent-form-project-october-2023>

OCTRI Health Literacy Checklist for Research Communication:

https://www.ohsu.edu/sites/default/files/202203/Health%20Literacy%20Checklist_VD%2002.09.2022.pdf

