



## Meeting Agenda

**Location:** [Zoom Meeting](#)

**Date:** <sup>11</sup><sub>SEP</sub> April 1, 2024

**Time:** 9:00 AM

- I. Welcome
- II. Updates
  - i. Membership Portal
  - b. Advocacy Agenda: Subcommittee Roles
  - c. Finalized Assets
    - i. Storefront
    - ii. Distribution & Purchase Strategy
- III. Discussion
  - a. Teachback
  - b. IHA conference
  - c. IHA certificates
- IV. Health Literacy Month
- V. Events
  - a. Calendar
  - b. Tabling Opportunities
- VI. Partner Updates

The HL Education and Training Subcommittee discussed updates and initiatives. The membership portal was updated, and a training video is available. The advocacy agenda includes a standing Health Literacy Month resolution and raising awareness about health literacy. Karen shared her pilot Teach Back initiative, focusing on medication communication, which showed positive results. Amanda detailed their structured medication education, leading to improved HGF scores and patient satisfaction. The



committee proposed a Health Literacy Month event, possibly a Teach Back workshop, and discussed the feasibility of in-person versus virtual sessions. They also considered a plain language pledge for social media engagement.

### **Action Items**

- [ ] Post policy and advocacy group templates/examples of health literacy policies to the membership portal.
- [ ] Follow up with Karen about co-branding the health literacy resources.
- [ ] Explore developing a poll or survey for a Health Literacy Month event to assess baseline knowledge and learning around teach-back.
- [ ] Connect with Karen and Sasha to align on health literacy efforts across the inpatient and ambulatory settings.
- [ ] Determine if the examples shared during the meeting can be shared externally on social media or in a newsletter.

### **Outline**

#### **Updates on Membership Portal and Website**

- Speaker 1 thanks everyone for attending the meeting despite the busy spring schedule and introduces the agenda.
- Updates on the membership portal: edits have been made, and everyone should have an account.
- The website is shared between the Health Literacy Council of Delaware and the Delaware Literacy Alliance.
- Tapp Network has developed a training video for the membership portal, which will be shared after the meeting.

#### **Advocacy Agenda Overview**

- Speaker 1 introduces the advocacy agenda, led by the Policy and Advocacy Committee.
- Health Literacy Month resolution: aiming for a standing resolution to raise awareness and advocate for teach back and plain language.



- Health Literacy Education Awareness: fighting misinformation and ensuring every organization has a health literacy policy.
- Development of a backing process and champion partner program to recognize organizations with health literacy policies.

### **Discussion on Health Literacy Policies and Resources**

- Speaker 2 asks for templates or examples of health literacy policies.
- Speaker 1 mentions that templates are posted on the membership portal and will be shared with the subgroup.
- Introduction of a new tab on the website called "outreach tools" for community outreach engagement initiatives.
- The tab will include assets like prescription pads and tabling guides, filterable by language and resource type.

### **Feedback and Teach Back Initiatives**

- Speaker 1 invites feedback and updates from participants on their own organizations' initiatives.
- Speaker 2 shares updates on their pilot units for Teach Back about medication communications.
- Speaker 2 discusses the challenges of implementing Teach Back, including staff understanding and the need for feedback.
- Speaker 1 suggests developing a poll or survey for Health Literacy Month to measure staff understanding and improvement.

### **Teach Back Implementation and Observation**

- Speaker 4 shares their experience at Christiana, focusing on medication communication for inpatient nurses.
- Implementation of structured policies and use of videos to teach Teach Back.
- Use of language services and interpreters in scenarios to demonstrate Teach Back in different settings.



- Observation tool used to ensure sustainability and accountability of Teach Back practices.

### **Discussion on Health Literacy Month Event**

- Speaker 1 proposes a Teach Back implementation workshop as a Health Literacy Month event.
- Speaker 4 suggests using the IHA website resources and customizing them for the event.
- Discussion on the feasibility of in-person versus virtual events, considering the need for practice and facilitation.
- Suggestion to coordinate with other subcommittees to have a unified Health Literacy Month event.

### **IHA Conference and Health Literacy Certificate**

- Speaker 1 mentions upcoming IHA conferences and the importance of the health literacy specialist certificate.
- Discussion on developing a tracking system in Delaware to monitor health literacy education and training.
- Speaker 1 shares the idea of a plain language pledge as a social media campaign for Health Literacy Month.
- Suggestion to involve other subcommittees in planning Health Literacy Month events for better attendance and impact.

### **Final Remarks and Next Steps**

- Speaker 1 summarizes the discussion and thanks everyone for their contributions.
- Speaker 1 mentions the need to continue discussions on Health Literacy Month events in the next meeting.
- Speaker 1 encourages everyone to post events on the website and share updates on social media.
- Speaker 1 and Speaker 6 discuss logistics for an upcoming event, including vendor tables and setup



