

2004 Michigan Health and Safety Coalition Patient Safety Conference

April 15, 2004

Health Literacy Module

8:30-10:00 a.m.

Presenters: Mary Antonette Flowers, R.N.
Barbara Meyer Lucas, M.D., MHSA

Learning Objectives:

At the completion of this module, participants will be able to:

- 1) Define health literacy, and describe the scope of the problem in Michigan and nationally;
- 2) Describe the implications of low health literacy in terms of patient safety, health outcomes, and health costs;
- 3) Identify "red flags" to look for in order to recognize patients at risk of low health literacy and possible medical errors;
- 4) Identify key barriers to health literacy affecting both patients and clinicians in the current health care delivery environment;
- 5) Describe concrete strategies which can be employed to enhance health literacy and improve patient safety in the office and hospital setting;
- 6) Describe the use of medication reviews as a tool to improve health literacy and patient safety;
- 7) Describe specific strategies to facilitate a more "patient-centered" approach, in order to enhance patient understanding and minimize the risk of medical errors.