



COURSE ANNOUNCEMENT

Health Literacy

This activity has been approved for
AMA PRA Category 1 Credits™
3.5 CCA Classroom Contact Hours
applicable toward M.B.A. degree

Date: Thursday, November 12, 2009

Time: 8:30 AM to 12:30 PM

Location: Main Campus, Lerner Institute,
5th Floor, NA5-24

Faculty: *J. Harry Isaacson, M.D., Anita Misra-Hebert, M.D. & Barbara Messinger-Rapport, M.D., Ph.D., & Andres Gonzalez*

Registration Made Simple:

Register through [COMET](#) or call the Academy registration line at 216.445.8899. Kindly leave your name, employee ID, telephone number, and title of the course(s). A staff member will register you and send a confirmation.

This course is designed to provide participants with the knowledge and skill to **identify and overcome low health literacy** in the care of patients. Cleveland Clinic serves a diverse patient population with various abilities to process and understand basic information and services. A critical component of health literacy involves making appropriate health decisions and following instructions. **Patient-Provider communication is critical to patient satisfaction and wellness.**

The course will include an overview of health literacy and a discussion of the impact of low health literacy on the health care system. Tools to recognize and intervene with low health literacy will be discussed. This will be followed by an interactive skill session in which participants will practice communication strategies designed to overcome low health literacy. By the end of the course participants will be able to apply the knowledge and skills learned to improve patient care in their Institute.

Objectives:

- Define health literacy;
- Recognize the impact of low health literacy on health care outcomes;
- Identify clues to low health literacy;
- Identify system interventions to manage low health literacy in the Cleveland Clinic Healthcare System; and
- Develop and practice communication strategies to manage low health literacy.

Audience: (Main Campus and Regional) Staff, residents, fellows, academics, nurses, medical students, and administrators with a Master's degree and above or 3-5 years of supervisory experience.