

# HCEA 2015 Conference

## Education on the Fast Track: Transforming the Patient Experience October 15-17, 2015

Pre-Conference Workshop  
Health Communication Strategies to Enhance the Patient Experience

### **Doug Seubert**

Health Communications Consultant  
[doug@healthcommunications.org](mailto:doug@healthcommunications.org)

## **Health Literacy**

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**Assessing Cultural Competence and Health Literacy from the Patient's Perspective**  
Agency for Healthcare Research and Quality  
<http://archive.ahrq.gov/news/events/conference/2011/weidmer/index.html>

**Design Readability Scorecard**  
Doug Seubert  
<http://www.healthcommunications.org/resources/scorecard.pdf>

**Guide to Implementing the Health Literacy Universal Precautions Toolkit**  
Agency for Healthcare Research and Quality  
<http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/impguide/index.html>

**Guide to Writing and Designing Easy-to-Use Health Web Sites**  
Office of Disease Prevention and Health Promotion  
<http://health.gov/healthliteracyonline/>

**Health Literacy and Health Outcomes**  
Office of Disease Prevention and Health Promotion  
<http://health.gov/communication/literacy/quickguide/factsliteracy.htm>

**Health Literacy Improvement**  
Office of Disease Prevention and Health Promotion  
<http://health.gov/communication/literacy/>

**Health Literacy Measurement Tools**  
Agency for Healthcare Research and Quality  
<http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy/index.html>

### **Health Literacy Universal Precautions Toolkit**

Agency for Healthcare Research and Quality

<http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/index.html>

### **Patient Education Materials Assessment Tool (PEMAT) and User's Guide**

Agency for Healthcare Research and Quality

<http://www.ahrq.gov/professionals/prevention-chronic-care/improve/self-mgmt/pemat/index.html>

### **Text Readability Consensus Calculator**

Brian Scott

<http://www.readabilityformulas.com/free-readability-formula-tests.php>

### **Toolkit for Making Written Material Clear and Effective**

Centers for Medicare & Medicaid Services

<https://www.cms.gov/Outreach-and-Education/Outreach/WrittenMaterialsToolkit/index.html?redirect=/writtenmaterialstoolkit/>

### **Understanding Literacy and Numeracy**

Centers for Disease Control and Prevention

<http://www.cdc.gov/healthliteracy/learn/understandingliteracy.html>

## **Cultural Competency**

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### **A Guide to Incorporating Cultural Competency into Health Professionals' Education and Training**

The National Health Law Program

<http://njms.rutgers.edu/culweb/medical/documents/CulturalCompetencyGuide.pdf>

### **Cultural and Linguistic Competence**

National Center for Cultural Competence

<http://nccc.georgetown.edu/resources/publicationstitle.html>

### **Cultural Competency for Health Professional (book)**

Patti Rose

<http://www.amazon.com/Cultural-Competency-For-Health-Professional/dp/1449672124>

### **Culture Clues: tip sheets for clinicians**

University of Washington Medical Center

<http://depts.washington.edu/pfes/CultureClues.htm>

**Culture, Language and Health Literacy**  
Health Resources and Services Administration  
<http://www.hrsa.gov/culturalcompetence/index.html>

**Multicultural Health Care: A Quality Improvement Guide**  
National Committee for Quality Assurance  
[http://www.ncqa.org/Portals/0/HEDISQM/CLAS/CLAS\\_toolkit.pdf](http://www.ncqa.org/Portals/0/HEDISQM/CLAS/CLAS_toolkit.pdf)

**National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (CLAS Standards)**  
Office of Minority Health  
<http://www.thinkculturalhealth.hhs.gov/Content/clas.asp>

**Patients with Limited English Proficiency**  
Agency for Healthcare Research and Quality  
<http://www.ahrq.gov/professionals/education/curriculum-tools/teamstepps/lep/index.html>

## **Patient Engagement**

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**Engagement Behavior Framework**  
Center for Advancing Health  
[http://www.cfah.org/file/CFAH\\_Engagement\\_Behavior\\_Framework\\_current.pdf](http://www.cfah.org/file/CFAH_Engagement_Behavior_Framework_current.pdf)

**Getting Tools Used: Lessons for Health Care from Successful Consumer Decision Aids**  
Center for Advancing Health  
[http://www.cfah.org/file/Getting\\_Tools\\_Used/CFAH\\_Getting\\_Tools\\_Used\\_Report.pdf](http://www.cfah.org/file/Getting_Tools_Used/CFAH_Getting_Tools_Used_Report.pdf)

**Patient and Family Engagement**  
Agency for Healthcare Research and Quality  
<http://www.ahrq.gov/professionals/education/curriculum-tools/cusptoolkit/modules/patfamilyengagement/index.html>

**Patient Engagement (Health Policy Brief)**  
Health Affairs/Robert Wood Johnson Foundation  
[http://healthaffairs.org/healthpolicybriefs/brief\\_pdfs/healthpolicybrief\\_86.pdf](http://healthaffairs.org/healthpolicybriefs/brief_pdfs/healthpolicybrief_86.pdf)

**Snapshot of People's Engagement in Their Health Care**  
Center for Advancing Health  
[http://www.cfah.org/file/CFAH\\_Snapshot\\_2010\\_Full.pdf](http://www.cfah.org/file/CFAH_Snapshot_2010_Full.pdf)

## **Patient Activation**

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### **Increasing Patient Activation to Improve Health and Reduce Costs**

Judith Hibbard

<http://iom.nationalacademies.org/~media/Files/Activity%20Files/Quality/VSRT/IC%20Meeting%20Docs/VILC%20Patients%2010-04-11/Judith%20Hibbard2.pdf>

### **Patient Activation and Engagement for ACOs**

Judith Hibbard

[https://acoregister.rti.org/display\\_docs7.cfm](https://acoregister.rti.org/display_docs7.cfm)

### **Self-Management and Health Care Utilization: Do Increases in Patient Activation Result in Improved Self-Management Behaviors?**

Judith H. Hibbard, Eldon R. Mahoney, Ronald Stock, Martin Tusler

<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1955271/pdf/hesr0042-1443.pdf>

### **Why Does Patient Activation Matter? An Examination of the Relationships Between Patient Activation and Health-Related Outcomes**

Jessica Greene, Judith H. Hibbard

[http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3326094/pdf/11606\\_2011\\_Article\\_1931.pdf](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3326094/pdf/11606_2011_Article_1931.pdf)

## **Patient Experience**

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### **Evaluation and measurement of patient experience**

Patient Experience Journal

<http://pxjournal.org/cgi/viewcontent.cgi?article=1003&context=journal>

### **How does patient experience fit into the overall healthcare picture?**

Patient Experience Journal

<http://pxjournal.org/cgi/viewcontent.cgi?article=1002&context=journal>

### **Improving the patient experience through provider communication skills building**

Patient Experience Journal

<http://pxjournal.org/cgi/viewcontent.cgi?article=1009&context=journal>

### **Patients and families as partners in safety, quality, and experiences of care**

Patient Experience Journal

<http://pxjournal.org/cgi/viewcontent.cgi?article=1007&context=journal>