

Health Literacy at Discharge

Chrissy Keating

Health Literacy Specialist

University of Vermont Health Network

Introduction (1 of 2)

The University of Vermont Health Network is an integrated academic health system that serves more than one million residents across Vermont and Northern New York.

Members include:

- The University of Vermont Medical Center
- Alice Hyde Medical Center
- Central Vermont Medical Center
- Champlain Valley Physicians Hospital
- Elizabethtown Community Hospital
- Porter Medical Center
- UVM Health Network Home Health & Hospice



Introduction (2 of 2)

Project Team:

Rachael Brust, HANYS, Project Manager

Chrissy Keating, UVMHN, Health Literacy Specialist

Erin Armstrong, UVMHN, Network Director of Community Health Improvement

Amanda Whisher, Elizabethtown, Data Quality Specialist

Angela Bashaw (Angie), Alice Hyde, Director of Programs and Support, OP

Julie Marshall, Alice Hyde, Director of Patient and Family Experience

Shaun Akin, UVMHC, Patient and Family Experience Partner

Brenda Murphy, CVPH, Associate VP of Quality and Safety

Rebecca Freeman, UVMHN, Network VP of Health Informatics

Jill Tarabula, CVPH, Medial Librarian

Where we started

October 2021:

- Health Literacy Specialist position was created

June 2022:

- UVMHN partnered with HANY on AHEI health equity project

August 2022:

- Community Health Improvement Department moved to the Health Network under the direction of Dr. Jackie Hunter, Chief Diversity Officer, UVMHN

October 2022:

- October 11, 2022: kickoff meeting
- Health Literate discharge paperwork and education is the project focus
- Working group created with members from Elizabethtown, CVPH, Alice Hyde and UVMMC

Problem statement

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UVMHN hospitals score around the 50th percentile for patients reporting that they are clear on their after care plan and next steps, according to patient survey data.

Goal:

Improve discharge communication and paperwork with patients upon discharge, using plain language and teach back techniques.

What we did this year

We are just getting started!

- Created a Health Network Health Literacy Specialist position
- Built our Network Health Literacy project team
- Reviewed Press Ganey Patient Survey Data
- Outlined scope of Health Literacy Project
- Creating a Health Literacy Toolkit
- Creating a Health Literacy Resource Page on UVMHC's DEI webpage

Lessons learned

What went well:

- Support from Network DEI Leadership
- Growing interest in integrating Health Literacy into patient-facing work
- Support from HANYS

Lessons learned:

- Find your champions
- Education is key

What's next?

- Create a project timeline
- Develop additional Health Literacy resources and trainings
- Review Press Ganey patient survey questions and data
- Educate clinical staff on improving discharge communication and education
- Update and improve EPIC discharge summaries



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EXCELLENCE AND INCLUSION

Questions?

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