

GE-NMF PRIMARY CARE LEADERSHIP PROGRAM



Increasing Health Literacy Among Patients: UNHS Resource Book

Stefany Oji
United Neighborhood Health Services
Nashville, TN.



Introduction and Background

- Obesity, a rising epidemic
- Comorbid disorders increase simultaneously
 - Type 2 Diabetes
 - Hypertension
- Multifactorial causes
 - Nutrition
 - Physical activity
 - Health literacy



Introduction and Background

- Health literacy
 - “The degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.”
- Limited health literacy skills associated with chronic diseases and poor management of these diseases
- UNHS:
 - High diabetic/obese/hypertensive population
 - Need for information of affordable resources, especially nutritional, fitness, and retinopathy screenings.
- Increase in health literacy could lead to increase overall health



Methodology

Over a five week period:

- Several meetings were held to pinpoint the greatest needs of the patients of UNHS.
- Feedback from these meetings shaped the gathering of information to be included in the resource book
- Information was gathered through internet searches, phone calls, emails, and in person interviews.
- Information pertaining to General Cost Assistance, Health Care Facilities, Dental Services, Food Banks, Physical/Social Fitness, and Mental Health Support was collected and organized.



Results

- The resource book was created
 - Affordable Care Act
 - 33 low cost resources
 - 36- page document
 - Accessible and Sustainable
 - Placed in durable 3-prong binder
 - Uniform organization
 - Identification tabs for easy use
 - Each page sealed with a protective sleeve
 - Electronic copy for easy updating

Results: Resource Book Index

General Cost Assistance

- *Affordable Care Act*
- *Nashville General Hospital Discount Plan*
- *Bridges to Care*

• **Health Care Facilities**

- *12 South Community Clinic*
- *Metro General Hospital at Meharry*
- *Shade Tree Clinic at Vanderbilt*

• **Dental Services**

- *Interfaith Dental Clinic*
- *Meharry Medical College School of Dentistry Clinic*
- *Metro Public Health Department (MPHD) Nashville Dental Clinic*
- *United Neighborhood Health Services: Cayce Family Clinic*
- *United Neighborhood Health Services: Southside Clinic*
- *TENNderCare: Tennessee EPSDT Program*

• **Food Banks**

- *Adventist Community Services Center*
- *East Nashville Cooperative Ministry* Δ
- *Martha O'Bryan Family Resource Center* Δ
- *Second Harvest Food Bank of Middle Tennessee*
- *Local Farmer's Markets* Δ
 - *East Nashville Farmer's Market*
 - *Nashville Farmer's Market*
 - *12 South Farmer's Market*

Results: Resource Book Index

(con't)

Physical/Social Fitness

- *Fifty Forward (3 locations)*
- *Metro Parks Regional Recreational Centers*
 - *East Park Community Center*
 - *Coleman Park Community Center*
 - *Hadley Park Community Center*
- *Nashville B-Cycles*
- *Vanderbilt Coalition for Healthy Aging*
- *YMCA's of Middle Tennessee*
 - *Christ Church YMCA*
 - *Donelson-Hermitage Family YMCA*
 - *Downtown YMCA*

• ***Mental Health Support***

- *Centerstone Community Mental Health Services*
- *LifeCare Family Services*
- *Martha O'Bryan Crisis and Counseling Services*
- *United Neighborhood Health Services: Behavioral Health Services*



Discussion

- Plethora of underutilized resources
- Establishments eager to be involved
- Lack of affordable retinopathy screenings
- Strengths:
 - Sustainable
 - Accessible
 - Variety of resources
- Limitations:
 - Time constraint
 - Poor communication



Recommendations and Conclusions

- Recommendations:
 - Assessing the effectiveness of the book and improving it accordingly
 - If effective, include resource book to all of the UNHS clinics
 - Appointing a staff member to regularly update the book
 - Adapting the resource book to portable brochures
 - Meeting with surrounding health care facilities to address the retinopathy screening shortage.
- Conclusions:
 - Health literacy is an important aspect of overall health.
 - Must be included in the prevention and treatment strategies of chronic diseases



Acknowledgements

- GE-PCLP
- Meharry- Vanderbilt Alliance

- Dr. Ayanna Boyer, PhD
- Ms. Nancy Mason
- Dr. Consuelo H. Wilkins, MD, MSCI
- Mr. Will Wyatt, M.A.