Increasing Health Literacy Among Patients: UNHS Resource Book

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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
- Martha O’Bryan Family Resource Center
- Second Harvest Food Bank of Middle Tennessee
- Local Farmer’s Markets
  - 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
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