

# Listening to YOU: Community Insights on Health Literacy and Equitable Healthcare

December 5, 2024

# Participant Poll



## Icebreaker – Who is in the room?

- Who here is a patient interested in health literacy, health equity, and technology?
- Who in the audience is a healthcare provider?
- Who is a caregiver or a care partner?
- Who is a community member?
- Are there any tech developers working on patient-facing apps?

# Agenda

## 1. Welcome & Agenda

## 2. Guest Speakers

- ▶ Cynthia Baur, PhD – Health literacy and the intersections between health equity and technology and impact on patient access; and the National Action Plan to Improve Health Literacy
- ▶ Shamekka Marty – Patient perspective of health literacy

## 3. Listening Session

- ▶ This listening session that focuses on health literacy and the impact it has on patient engagement and health outcomes. We will explore the critical intersection of health literacy, health equity, and artificial intelligence (AI) technologies, with a special emphasis on patient access to health information. Audience members will have an opportunity to share perspectives on barriers and solutions that promote equitable healthcare for all individuals and comment on the National Action Plan to Improve Health Literacy. The information gathered from this listening session will inform the update of the plan.

## 4. Summary & Wrap-up

# Guest speaker

Cynthia Baur, PhD

Director, Horowitz Center for Health Literacy, University of Maryland School of Public Health

# Guest speaker

Shamekka Marty

Patient Advocate, Lupus Survivor, Cybersecurity Professional

# Listening Session

Facilitated by Jennifer Anne Bishop, ScD, MPH & Lana Moriarty, MPH

# Listening Session Q&As

- How, if at all, do you think your work to support health literacy improves health equity?
- How, if at all, has your health literacy work reduced patient barriers to health information?
- How, if at all, has your work enabled patients that are underserved or marginalized make informed health decisions?



# Listening Session Q&As

- How, if at all, does your work make it easier for patients to find, understand, and use digital health information?
- Do you consider health literacy when designing and using electronic health records, patient portals, or other patient-facing materials?
- How does AI enable you to better understand your health information for decision-making? Tell us about your person experience.
- How, if at all, does your work utilize AI to improve patient access to health information?

# Listening Session Q &A

- How, if at all, did the National Action Plan to Improve Health Literacy impact your work?
- What, if anything, made the plan most useful for your work?
- What would make action plan elements more digestible?

# Summary and Wrap-up



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