

Establishing Winnable Communities of Readiness via Literacy, Conversation, and HIV Client Centered Care

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Disclosures

Presenter(s) have no financial interest to disclose.

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Learning Objectives

At the conclusion of this activity, the participant will be able to:

1. Share critical ingredients for facilitating health literacy
2. Explore the role of the health system and the individual provider in facilitating health literacy and client engagement
3. Discuss the role of PLWH in health literacy and engagement efforts
4. Identify systems approaches that can be used to increase health literacy

Session Overview

Defining health literacy

Health literacy as an engagement strategy for people living with HIV

Health literacy and ACA

Cultural dimensions of health literacy

Toward health literacy: assessment and next steps

The Context



What is a Healthy Community?

- Refers to the well being of everyone within a community. It is a form of living democracy; individuals working together to achieve what they want. It is sense of belonging.
- Individuals' efforts to make their own and each other's lives healthier and happier.

Background - Winnable Battles

- Winnable Battles are public health priorities with large-scale impact on health and known effective strategies to address them. By identifying priority strategies, defining clear targets and working closely with our public health partners, we are making significant progress in reducing health disparities and the overall health burden from these diseases and conditions.

<https://www.cdc.gov/winnablebattles/>

Background – PLWH As Priority

- To achieve the National HIV AIDS Strategy goals, communities must ensure that PLWH are full and active partners in the development and implementation of the HIV care continuum.

NATIONAL HIV/AIDS STRATEGY

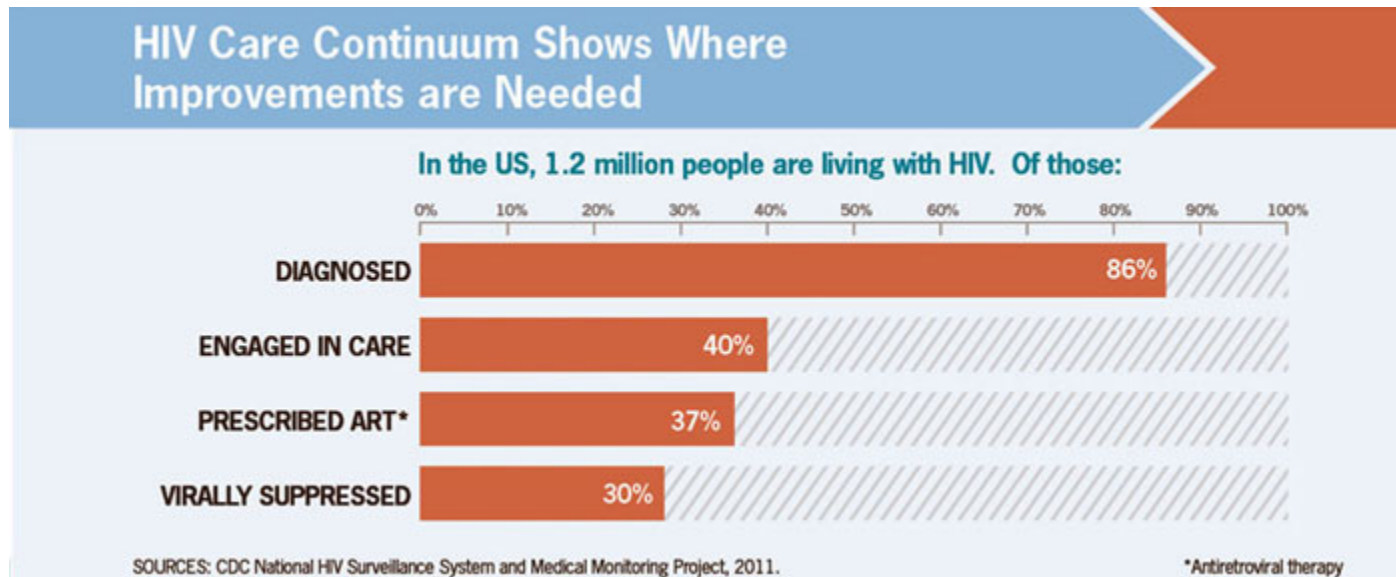
- The United States will become a place where new HIV infections are rare and when they do occur, every person regardless of age, gender, race/ethnicity, sexual orientation, gender identity or socio-economic circumstance, will have unfettered access to high quality, life-extending care, free from stigma and discrimination.
- Strategy Goals:
 - Reduce New Infections
 - Increase Access to Care and Improve Health Outcomes for People Living with HIV
 - Reduce HIV-Related Health Disparities and Health Inequities
 - Achieve a More Coordinated National Response to the HIV Epidemic



Client Benefits

- When we are successful in reforming the system, the client/consumer:
- Receives better quality care
- Is more likely to follow protocol
- There is a down turn in new cases of HIV
- Individual members of the community feel that they matter
- The client provider relationship is enhanced, leading to greater trust
- Stress levels are reduced

HIV Cascade Landscape, US





The Human Right To Health Care

- Universal Access
Availability
- Non-Discrimination
 - Transparency
 - Participation
- Acceptability and Dignity
 - Quality
 - Accountability

Defining & exploring health literacy

The Affordable Care Act

- The Affordable Care Act is one of the most important pieces of legislation in the fight against HIV/AIDS in our history. Historically, people living with HIV and AIDS have had a difficult time obtaining private health insurance, yet through ACA, people living with HIV/AIDS have improved access to coverage, quality coverage, and increased opportunities for health and wellbeing.

The Affordable Care Act

However, to authentically prepare and engage PLWH in health care access, the system must be ready to receive them. Readiness happens at the Ryan White HIV/AIDS Program (RWHAP) recipient level, through Parts A and B, and at the community level where individuals reside, through Parts C and D.

Before efforts are made to reach out to and engage PLWH, an understanding of system capacity and readiness to do so is paramount.

Defining Health Literacy

Guiding Questions from lived experiences:

- What are specific facilitators of health literacy?
- What are health literacy barriers?
- What are indicators of a health system that ensures attention to health literacy?

Health Literacy as an Engagement Strategy for People Living with HIV

- For people living with HIV, what are unique health literacy challenges? What makes them unique?
- What promising practices to facilitating health literacy and individual engagement have you experienced? What elements made them successful?
- What is the role of the individual living with HIV?

Health Literacy and ACA

Guiding Questions from lived experiences:

- In what ways has ACA changed the way that providers engage with individuals seeking HIV-related services?
- How can a provider or system assess their strengths and challenges associated with client engagement?
- What are the key domains to consider?
- What is the role of the individual living with HIV?

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Cultural Dimensions of Health Literacy

Guiding Questions:

- What are the cultural dimensions of health literacy?
- What is the difference between cultural influences on health and health interaction and culturally appropriate care? How are each connected to health literacy?
- What are strategies that providers can employ to ensure attention to the cultural dimensions of health literacy?

Health Literacy & Provider Communication

- What are strategies that providers can use to help individuals seeking services navigate conversations and other systems that help them effectively engage in healthcare?
- What are implications for:
 - Front office staff
 - Multidisciplinary care teams
 - Team composition and roles
- What is the role of the individual living with HIV?

Toward Health Literacy: Assessment and Next Steps

- Outline current successes toward health literacy. How can you continue to capitalize on these successes?
- Outline current challenges to health literacy from the system and provider level.
 - What strategies learned today can help you address these barriers?
 - What gaps remain?

Thank you for your participation!

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