

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

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Presenter(s) has no financial interest to disclose.

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Learning Objectives

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

1. Outline and explore inputs and outputs for an innovative process to enroll and engage PLWH in expanded health care coverage to increase health care outcomes for PLWH and other overall health care system
2. Identify systems approaches that can be used to increase the health literacy of the RWHAP care and treatment system, other health care providers, and clients.
3. Explore and actively engage with workshop presenter focusing on a client perspective the role of self determination, and broad support for people living with HIV to remain engaged in comprehensive care, including support for treatment adherence

Session Objectives *(abbreviated)*

- Share critical ingredients for facilitating health literacy
- Explore the role of the health system and the individual provider in facilitating health literacy and client engagement
- Discuss the role of PLWH in health literacy and engagement efforts

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

Presenter Introductions

Defining Health Literacy

- How do you define health literacy?
- From your 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

- 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?

Cultural Dimensions of Health Literacy

- 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 and 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

- Define your framework for health literacy – what domains does it include? Consider the following:
 - cultural and conceptual knowledge
 - print literacy (ability to read, write, and understand text),
 - numeracy (capability to complete numerical tasks)
 - oral literacy (listening, speaking, communication), and
 - media literacy (ability to access and evaluate media information)
- 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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