

# Rising Up to Users' Needs:

## Redesigning a Health Literacy Workshop for Health Professionals

The *Enhancing Patient Outcomes through Clear Health Communication Workshop* strives to educate faculty, staff & students at the University of Maryland, Baltimore (UMB) & the University of Maryland Medical Center (UMMC) about the role of health literacy in patient outcomes, and the importance of using clear communication techniques with patients or research participants.

### A New Workshop Rises Up: Outcomes & Results of the New Workshop:

#### Driving forces that led to redesigning the workshop:

- Declining enrollment
- Desire to incorporate more active learning in the workshop
- Changes in healthcare trends towards patient health literacy

#### Workshop Modifications:

- Created more measurable learning objectives
- Incorporated new opportunities for active learning
- Pre-workshop survey e-mailed to registrants
- Targeted publicity by the instructors added to the general campus publicity efforts of the library's Effective Communication Committee

#### Workshop Learning Objectives:

After participating in a professional development activity involving creating effective learning objectives, the workshop instructors created new learning objectives for the workshop:

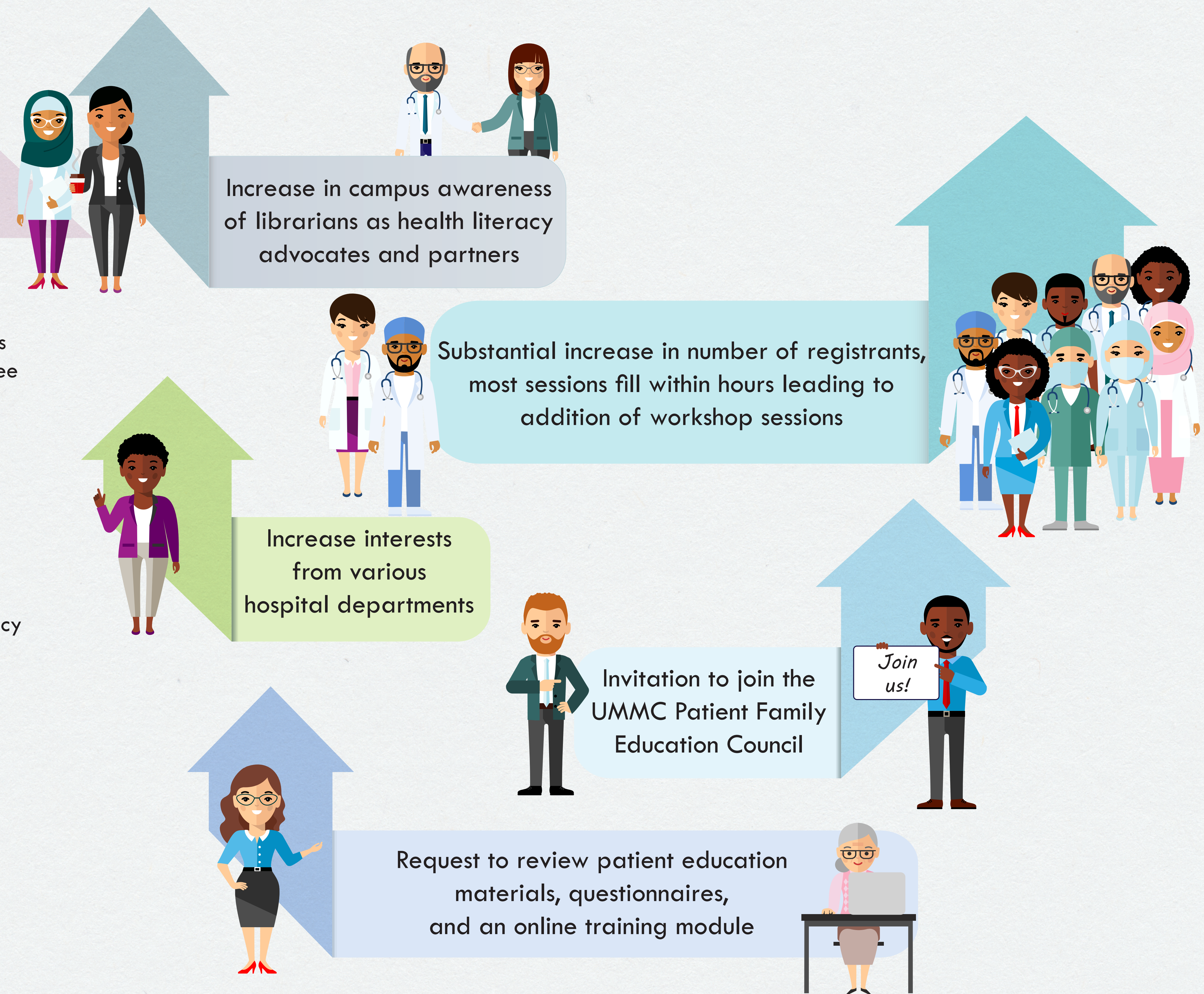
- Understand health literacy and its importance to patient care outcomes, patient safety, and research participation
- Identify factors which may contribute to low levels of health literacy
- Utilize best practices for clear written and verbal communication with patients
- Experience with a literacy evaluation tool

#### Intended Audience:

- Health professionals (faculty, staff or students) from Schools of Medicine, Nursing, Pharmacy, Dentistry, and Social Work
- Researchers – especially those involved with studies requiring IRB approval
- Hospital Staff

#### Evaluation

- Post-workshop evaluations sent to participants
- Additional feedback gained by talking with participants after the workshop
- Instructor postmortem



### Future Steps: Rising to Meet the Challenge

- Investigate implementing a follow-up survey to evaluate whether workshop content helped improve patient interactions
- Add new workshops related to health literacy and clear health communication