



## **Leveraging Health Care Reform: Cultural Competency and Health Literacy Strategies**

### **Resource List for Webinar #4: "Health Literacy: Helping Consumers "Get It" – Health Care in an ACA World**

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Thank you for your interest in accessing resources related to the following Webinar presented Monday, March 17, 2014: "Health Literacy: Helping Consumers "Get It," **the fourth in the four part series - Leveraging Health Care Reform: Cultural Competency and Health Literacy Strategies.**

**Are you a member of the Coalition? If not, please [join](#)** – we will be sure that you are kept informed with the most current information on policy and legislative decisions as well as upcoming events.

[Click](#) to access the PowerPoint slides presented at the webinar.

[Click](#) to access the audio recording of the webinar.

#### **Learn More About Our Speakers:**

[Leni Preston](#), Chair, Maryland Women's Coalition for Health Care Reform, [leni@mdchcr.org](mailto:leni@mdchcr.org)

Linda Aldoory, PhD is Endowed Chair and Director of the Herschel S. Horowitz Center for Health Literacy and Associate Professor in Behavioral & Community Health at the School of Public Health, University of Maryland College Park. [laldoory@umd.edu](mailto:laldoory@umd.edu)

Iziona Silva, PhD, is currently the Language, Culture and Engagement Coach at the Disparities National Coordinating Center at Delmarva Foundation for Medical Care, Inc. [silvai@dmfc.org](mailto:silvai@dmfc.org)

## Resources Referenced by our Speakers:

Leni Preston:

- Webinar #1: The Big Picture
- Webinar #2: Connecting With Consumers: Addressing Cultural Competency and Promoting Health Literacy”
- Webinar #3: Cultural Competency: Resources for Providers to Meet Patients’ Needs
- All Payer Hospital System Modernization Proposal (Medicare Waiver):  
<http://www.hscrc.maryland.gov/>
- State Innovation Modal (SIM) – Community Integrated Medical Home:  
<http://hsia.dhmf.maryland.gov/SitePages/sim.aspx>
- State Health Improvement Process (SHIP):  
<http://dhmf.maryland.gov/ship/SitePages/Home.aspx>

Linda Aldoory: “Health Literacy and the State of Maryland”

- [Herschel S. Horowitz Center for Health Literacy](#)
- (Slide 22): Andrew Pleasant, Julie McKinney & R. V. Rikard (2011): [Health Literacy Measurement: A Proposed Research Agenda, Journal of Health Communication](#), 16:sup3, 11-21.
- (Slide 34): American Health Insurance Plans: “[Health Literacy: A Toolkit for Communicators](#)”
- (Slide 35): [Health Literacy Maryland](#)

Iziona Silva: “Boosting Health Literacy: A Path to Better Outcomes”

- AMA Health Literacy Video – Short Version.  
<http://www.youtube.com/watch?v=BgTuD7l7LG8>
- Baker, David D., Wolf, Michael S., et. al., “Health Literacy and Mortality Among Elderly Patients.” *Arch Intern Med.* 2007;167(14):1503-1509.  
<http://archinte.jamanetwork.com/article.aspx?articleid=412862>
- Bennett, Ian M., Chen, Jing, et. al., “The Contribution of Health Literacy to Disparities in Self-Rated Health Status and Preventive Health Behaviors in Older Adults.” *Ann Fam Med.* May 2009; 7(3): 204–211.
- DeWalt DA, Callahan LF, Hawk VH, Broucksou KA, Hink A, Rudd R, Brach C. Health Literacy Universal Precautions Toolkit. (Prepared by North Carolina Network Consortium, The Cecil G. Sheps Center for Health Services Research, The University of North Carolina at Chapel Hill, under Contract No. HHS290200710014.) AHRQ Publication No. 10-0046-EF) Rockville, MD. Agency for Healthcare Research and Quality. April 2010.
- “Health Literacy and Health Outcomes.”  
<http://www.health.gov/communication/literacy/quickguide/factsliteracy.htm>
- Koh, Howard K., Berwick, Donald M., et. al. “New Federal Policy Initiatives To Boost Health Literacy Can Help The Nation Move Beyond The Cycle Of Costly ‘Crisis Care’.” *Health Aff February 2012* vol. 31 no. 2 **434-443.**

- **Koh, Howard K., Brach, Cindy., et al.** “A Proposed ‘Health Literate Care Model’ Would Constitute A Systems Approach To Improving Patients’ Engagement In Care.” *Health Aff* **February 2013** vol. 32 no. 2 **357-367**.
- Paasche-Orlow, MK, Wolf MS. “The Causal Pathways Linking Health Literacy to Health Outcomes.” *Am J Health Behav.* 2007 Sept-Oct;31 Suppl 1:S19-26.
- Parker, Ruth and David Kindig, “Beyond the Institute of Medicine Health Literacy Report – Are the Recommendations Being Taken Seriously?.” *J GEN INTERN MED* 2006; 21:891-892.
- Robert Wood Johnson Foundation. February 2013. :The Revolving Door: A Report on U.S. Hospital Readmissions.”  
<http://www.rwjf.org/content/dam/farm/reports/reports/2013/rwjf404178>
- Robert Wood Johnson Foundation. December 7, 2011. “Health Care's Blind Side: Unmet Social Needs Leading To Worse Health.” <http://www.rwjf.org/en/about-rwjf/newsroom/newsroom-content/2011/12/health-cares-blind-side-unmet-social-needs-leading-to-worse-heal.html>.
- Schlenker, T. 2014. *Paying for population health: A Texas innovation*. Discussion Paper, Insti-tute of Medicine, Washington, DC.  
<http://iom.edu/Global/Perspectives/2014/TexasInnovation>.
- Silva, Izione et. al. 2012 “Wellness Circles: Improving the Health of Diabetic Latinos by Addressing Social Determinants.” Poster Presented at the 2012 NIH Disparities and HARC Conferences.
- Wise, Andrea. 2012. “Mi Círculo de Salud (My Wellness Circle).”  
<http://vimeo.com/40266324>

### **Coalition Partners and Supporters**

- [Maryland Women’s Coalition Members](#)
- [National Women’s Health Network \(NWHN\)](#)
- [Open Society Institute – Baltimore](#)
- [Raising Women’s Voices \(RWV\)](#)

### **Resources Related to Cultural Competency and Health Literacy**

#### **A selection of the most recent articles and information that may be of interest:**

- Kaiser Health News Article: [Hispanics Interested in “Having Providers Who Can Appreciate Their Culture,” Medical Leader Says](#), Nov. 21, 2013, Marissa Evans.
- Recording of: Public Health Innovation Grand Rounds: Dr. Scott Ratzan lecture, [“Inspiring smart choices: Advancing with Communication and Health Literacy,”](#) delivered at the University of Maryland School of Public Health on October 4, 2013.

- DHMH – Office of Minority Health and Health Disparities: [Current Cultural and Linguistic Competency and Health Literacy Initiatives](#).
- Enroll America Factsheet: [Tips for Talking with Your Patients About Their New Health Coverage Options](#).
- Maryland Women’s Coalition for Health Care Reform and Maryland Academy of Pediatrics Webinar: The Affordable Care Act: Getting it Right for Maryland's Kids, September 13, 2013. [Presentation](#) and [Audio Recording](#).
- [Ready. Get Set. Enroll](#). A video overview of what hospitals and health care professionals can expect.
- Review Doctors for America’s Campaign: [Coverage is Good Medicine](#) Toolkit and materials.

## **National Policy and Guidance:**

### **Federal Initiatives:**

- [2010 Patient Protection and Affordable Care Act \(ACA\)](#)
- [Healthy People 2020](#)
- [CLAS Standards Enhancement Initiative \(2000; rev. 2013\)](#)
- [HHS National Action Plan to Improve Health Literacy \(2010\)](#)
- [HHS/National Partnership for Action’s National Stakeholder Strategy for Achieving Health Equity \(2011\)](#)

### **Other National Developments:**

- [Joint Commission Revised Standards for Patient-Centered Communication \(2010\)](#)
- [NCQA Multicultural Health Care Standards and Distinction Program \(2010\)](#)
  - [Fact Sheet](#)
- [National Quality Forum \(NQF\) “Comprehensive Framework and Preferred Practices for Measuring and Reporting Cultural Competency” \(2009\)](#)

## **Maryland Statute, Policy and Initiatives:**

### **Statute:**

- [Maryland Health Improvement and Disparities Reduction Act of 2012 \[SB 234 \(2012\)\]](#)
- [Cultural Competency and Health Literacy – Education \[House Bill 679 \(2012\)\]](#)
- [Cultural and Linguistic Health Care Provider Competency Program \[\(HB 756 \(2009\)\)\]](#)

- [Health Disparities – Institutions of Higher Education – Report \[HB 942 \(2008\)\]](#)

### **Policy and Initiatives:**

- [Maryland Office of Minority Health and Health Disparities](#) – Department of Health and Mental Hygiene
- [Maryland Plan to Eliminate Minority Health Disparities – Action Plan 2010-2014](#)
- [State Partnership Grant with Federal Office of Minority Health \(2005-2013\)](#)
- [Maryland Health Quality and Cost Council, Cultural Competency Workgroup](#)
- [Maryland’s Health Care Reform Coordinating Council](#)
- [Health Literacy Maryland \(UM College Park\)](#)

### **General Information:**

- DHMH Office of Minority Health and Health Disparities: Cultural and Linguistic Competency Webpage  
(<http://dhmh.maryland.gov/mhhd/SitePages/Cultural%20And%20Linguistic%20Competency.aspx>)
- University of Maryland Baltimore, Health Literacy Resources Web Guide  
(<http://guides.hshsl.umaryland.edu/healthliteracy>)
- University of Maryland College Park, Herschel S. Horowitz Center for Health Literacy  
(<http://www.healthliteracy.umd.edu/>)
- U.S. Department of Health and Human Services, CDC Health Literacy Resources  
(<http://www.cdc.gov/healthliteracy/>)

### **Educational Resources and E-Learning Opportunities:**

- DHMH-MHHD/UM College Park: Cultural Competency and Health Literacy Primer  
(<http://dhmh.maryland.gov/mhhd/CCHLP/SitePages/Home.aspx>)
- U.S. Department of Health and Human Services:
  - CDC Health Literacy Training Resources  
(<http://www.cdc.gov/healthliteracy/gettraining.html>)
  - HRSA Health Literacy Course  
(<http://www.hrsa.gov/publichealth/healthliteracy/>)
  - Office of Minority Health: Think Cultural Health Program  
(<https://www.thinkculturalhealth.hhs.gov/>)

## **Additional Resources Relevant to the Affordable Care Act and Health Care Reform**

### **Consumer and Small Business Advocacy Organizations:**

- [AARP](#)
- [Center for American Progress](#)
- [Community Catalyst](#)
- [Consumer's Union](#)
- [Families USA](#)
- [Small Business Majority](#)
- [Young Invincibles](#)

### **Health Policy**

- [Kaiser Family Foundation](#)
- [National Academy for State Health Policy \(NASHP\)](#)
- [National Health Law Program \(NHeLP\)](#)
- [State Coverage Initiatives](#) – Robert Wood Johnson Foundation
- [Statereforum: An Online Network for Health Reform Implementation](#)

### **Health Disparities and Health Equity**

- [Maryland Office of Minority Health and Health Disparities](#) – Department of Health and Mental Hygiene
- [The Hopkins Center for Health Disparities Solutions](#) – Bloomberg School of Public Health
- [Adventist Health Care Center on Health Disparities](#)
- [University of Maryland School of Public Health – Center for Health Equity](#)
- [Maryland Plan to Eliminate Minority Health Disparities – Action Plan 2010-2014](#)
- [Maryland Chartbook of Minority Health and Health Disparities Data – December 2009](#)
- [“National Stakeholder Strategy for Achieving Health Equity”](#)
- [State Health Improvement Process \(SHIP\)](#)

## **Maryland Health Care Reform Implementation:**

- [Governor's Office of Health Care Reform](#)
  - Reform Updates for Stakeholders <http://www.healthreform.maryland.gov/news/>
- [Maryland Health Benefit Exchange](#) – Information for Stakeholders including information on Board meetings, Advisory Committees, Grants, etc.
- [The Maryland Health Connection](#) – consumer website
- [Maryland Health Services Cost Review Commission \(HSCRC\)](#)
- [Maryland's Health Care Reform Coordinating Council](#)

## **Maryland Legislation:**

- [Maryland Health Progress Act of 2013](#)
  - [“Consumer Guide to the Maryland Health Progress Act of 2013”](#) (MDCHCR)
- [Maryland Health Benefit Exchange Act of 2012](#)
  - [“Consumer Guide to the HBEA 2012”](#) (MDCHCR)
- [Maryland Health Benefit Exchange Act of 2011](#)

## **Women Specific Resources**

- [Affordable Care Act Information, Brochures, Fact Sheets and Educational Material](#)
- [The Affordable Care Act Helps Women](#)
- [National Women's Law Center \(NWLC\)](#)
- [Raising Women's Voices \(RWV\)](#)

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