



SI PPS Health Literacy Program

1. Whitepaper on Community Health Literacy Plan
2. Health Literacy Program at SI PPS
3. Health Literacy Toolkit Development

OUTLINE	
Purpose:	<p><i>KPMG along with their partners at Columbia are seeking case studies on how PPSs are integrating social services into healthcare and to showcase DSRIP for a white paper.</i></p> <p><i>What are some creative ways PPSs have been integrating social services into healthcare?</i></p>
PPS Name:	Staten Island PPS
Program Overview:	<p><i>Areas of focus for social programs typically focuses on:</i></p> <ul style="list-style-type: none"> • <i>Use of community based social services organizations (in collaboration with traditional medical care)</i>
Key Initiatives:	<p><i>What does the PPS plan to do?</i></p> <p>The Staten Island PPS has incorporated universal principles of health literacy into every facet of our mission and understand that in order for all of our projects to succeed, health literacy and cultural competency must be aligned under the larger umbrella of Diversity and Inclusion. Our approach to achieving the Cultural Competency and Health Literacy milestone combines the call for every PPS partner to be recognized as organizations who are health literate and culturally and linguistically competent with the ambition of improving population-wide health literacy by partnering with community based organizations. The SI PPS <i>Healthy Partnerships: Health Literacy Program</i> is an innovative cross-cultural health literacy health-education and communications solution for Staten Island specific health issues and disparities.</p> <p>Our PPS believes that in order to improve health outcomes we need to implement a community centric approach to health literacy; unifying providers of health and social services with community members through health literacy health education.</p>
Description of Initiatives:	<i>Please provide a deeper description of the key initiatives as they related to social services.</i>

Healthy Partnerships: Health Literacy Program was developed to integrate Health Literacy curriculum into existing adult education programs on Staten Island with goals of improving conceptual health knowledge and motivating students to be active participants on a lifelong journey towards creating and maintaining wellness. To date the program has reached over 5,500 adult learners. The partnership aspect of the program pairs an adult educator teaching health literate health curriculum with subject matter experts from partner health institutions who work in tandem completing each lesson. Adult ESL, ABE or GED students receive hands on training from clinicians in their classrooms which leads to trust and relationship building, creating connections across cultural, linguistic or literacy barriers.

The Staten Island PPS plans on expanding, improving and redeploying the *Healthy Partnership: Health Literacy Program* under the guidance of the Diversity and Inclusion Committee's Health Literacy Workgroup. Using innovative media solutions, each health topic will be culturally and linguistically relevant to Staten Island groups experiencing health disparities, focus on each disease process identified through our geomapping data, relate to the PPS' 11 projects, and expand on existing partnerships with community based organizations. Notably, the PPS will integrate this Health Literacy program into its *Healthy Communities* initiative. The program will serve as the backbone of all education initiatives for each newly developed healthy community.

Some of the key updates to this program are:

- Targeting a broader age-range of learners
- Expanding the facilitator field to include educators, community health and peer workers
- Using media solutions to create easily accessible paper-based and on-demand video content and reporting measures for each topic
- Partnering with culturally appropriate subject matter experts for content development
- Inviting Staten Islanders from diverse populations to participate in content development
- Utilizing the PPS website to access all curriculum content and related videos
- Integration into the PPS Community Engagement and Healthy Communities Plan
- Program facilitators will be trained to facilitate connections between community members, partners in our PPS network, and social service organizations on Staten Island, as needed.

	<p>Partnerships with Community Based Organizations and Programs:</p> <ul style="list-style-type: none"> • Staten Island LEARN Committee (leaders from all adult literacy organizations: JCC, YMCA, CSI, NYPL, St. Johns) • New York Public Library (which currently hosts the NYPL’s only Health Literacy elective program at the ST. George Learning Center) • Borough Presidents Community Wellness Initiative
<p>Evidence:</p>	<p><i>What evidence supports the hopeful proposition that a higher priority for social services will improve the health (and lower the cost) of Medicaid beneficiaries?</i></p> <p>The National Assessment of Adult Literacy’s findings published by the United States Department of Health reports that 77 million adults in the USA (1/3) would have trouble completing health-related tasks, acting on health information and having basic or below basic Health Literacy. The CDC and NIH both promote clear health communication and simple language health education as factors in improving our nation’s health literacy. Healthy People 2020 correlates health outcomes, health equity and health care quality with improved health communication and health literacy and finally, the National Prevention Strategy links education and health literacy with building Healthy Communities and improving the overall quality of life by eliminating literacy and educational barriers to health care.</p> <p>Further, it is commonly understood that those with limited English have drastically lower levels of health literacy. Staten Island is comprised of an ethnically diverse population, presenting linguistic and cultural barriers for Medicaid enrollees and the uninsured attempting to self-manage care and access and navigate the healthcare system. As identified by the Community Needs Assessment (CNA), 30% of SI’s population speaks a language other than English at home, higher than the New York State average. Across all non-English speaking populations, the aging population, those 65 or older, have the lowest English proficiency levels. SI’s highest number of Medicaid enrollees is attributed to its White population (37.6%) followed by its Hispanic (26.5%), African American (15.7%) and Asian/Pacific Islander population (8.7%). SI’s population has a lower percentage of residents with high school degrees compared to the New York State (NYS) average, created additional challenges around health literacy. Additionally, SI’s estimated poverty level is measured at 13.7% and per capital income is on average, lower than the NYS average (US Census data).</p>



<p>Challenges / Lessons Learned:</p>	<p><i>What challenges has the PPS encountered, and what capacities are required in forging the necessary links?</i></p> <p><i>What challenges does the PPS foresee?</i></p> <p>The Staten Island PPS is currently evaluating its capacity to redesign the existing Healthy Partnerships program and curriculum in order to incorporate all of the proposed updates.</p> <p>Implementing a web-based reporting and measurement structure will make this program more accessible to facilitators working out in the community. Publishing all of the content, videos and other pertinent health education materials on the PPS website will attract community members interested in expanding on and improving their health literacy status.</p> <p>Incorporating the training for facilitators into the PPS training strategy and ensuring buy-in from PPS and community partners will be tantamount to the success of this program.</p>
<p>Can KPMG use PPS name in their paper as a reference?</p>	<p><i>Yes or no?</i></p> <p>Yes</p>
<p>Would PPS be willing to be interviewed on their program further?</p>	<p><i>Yes or no?</i></p> <p>Yes</p>

SI PPS Health Literacy Program

Health Literacy is being recognized nationally and across the state as a major driver of improved health outcomes. The Center for Medicaid’s (CMS) Delivery System Incentive Reform Payment Program (DSRIP), adopted by New York State, has a workstream (integrated into all facets of this program) dedicated to Cultural Competency and Health Literacy (CC/HL). Staten Island Performing Provider System (SI PPS) is one of 25 PPSs statewide working on DSRIP and one of the very few PPSs who have made community health literacy an integral part of their strategic plan.



As part of our CC/HL deliverables to the Department of Health and CMS, SI PPS has committed to:

1. Improving the organizational capacity of our 75+ clinical and community service organization partner network for:
 - a. Cultural Competency
 - i. Race/ethnicity
 - ii. LGBTQ
 - iii. Military and integrative services
 - iv. Disabilities
 - v. Aging
 - b. Health Literacy**
 - c. Language Access
 - d. Healthcare equity
2. Implementing PPS-Wide CC/HL training for all levels of employees at each partner site (all clinician types, front line staff etc.)
 - a. **Health Literacy:** Patient Provider communication, trust building, teach back, simple language (verbal and written)
3. Population health literacy improvement- (excerpted from CC/HL strategy submitted to DOH):

Goal 2: Population Health Literacy Improvement

Vision: Community wide integration of [SI PPS Healthy Partnerships: Health Literacy Program](#)

- Improve health outcomes by implementing a [community centric approach](#) to health literacy; unifying providers of health and social services with community members through innovative health literacy health education

Objective A: Create workgroup to develop health literacy health education toolkit consisting of project/health disparity specific [curriculum](#);

Objective B: Create toolkit curriculum material including paper based and multi-media resources utilizing subject matter content experts



Objective C: Roundtable with health literacy subject matter experts to develop train-the-trainer program for toolkit use amongst adult educators, literacy organizations, pipeline students, community and peer health workers

Objective D: Conduct train the trainer programs for Health Literacy Toolkit

Objective E: Toolkit deployment amongst partners including local literacy organizations

SI PPS is in a unique position in regards to Health Literacy improvement. *Health literacy* has recently gained national and international recognition as a major contributor to a person's health status, however, Staten Island health care providers and literacy organizations have been working diligently to improve the many facets of health literacy for 10+ years. Home to the Staten Island Health Literacy Collaborative which partnered major health care institutions with all literacy organizations had both clinicians and educators working in tandem, out in the community, providing health literacy health education classes for adult students. This health literacy program has been successfully running for almost 8 years and has reached thousands of students not only on Staten Island, but across NYC.

A number of our partner organizations recognize institutional health literacy is key to two-way communication, trust, adherence, self-management of illness and necessary for a journey to wellness for the populations we serve. Some partners have policies and guidelines for simple language verbal and written communication and offer ongoing health literacy training and support for providers.

We believe that redesigning existing health literacy curriculum to model the health disparities and diseases prevalent on Staten Island will align with the goals of our 11 projects. Adding easily accessible on-demand innovative media solutions to each health education topic will allow a larger pool of users access to the material and in this manner we can create a population wide push to improve health literacy.

SI PPS Health Literacy Curriculum Project

Summary: SI PPS has committed to implementing a population-wide Health Literacy improvement project. The first step in achieving this goal is to design curriculum that meet national health literacy health-education standards as well as correlate with Staten Island's Health Disparities and diseases focused on in the 11 DSRIP projects underway on Staten Island.



Tasks:

1. Research existing/available health literacy curricula for designated topics
2. Identify gaps in availability of topics
3. Create/design lesson plans for topic gaps identified

Deliverables:

A. Set up an excel file:

- with each topic,
- where you found curriculum that correlates,
- and a link to the specific curriculum
- Note where curriculum/lesson plans need to be developed due to lack of existing material

B. Create/submit a folder with word docs of the lesson plans/topics you suggest that meet all of the topics/criteria

Topics:

- ✓ Intro to healthcare
 - Health Insurance Literacy
 - Navigating healthcare on Staten Island (where to go for what services- ED versus PCP)
 - Communicating with your healthcare provider
 - Forms
 - Taking Medicine
- ✓ Heart Disease
- ✓ Asthma- Adult and Pediatric
- ✓ Cancer prevention and detection
- ✓ Wellness
- ✓ Behavioral
 - Anxiety/Depression
 - Dementia
- ✓ Substance Abuse
- ✓ HIV, AIDS



- ✓ Nutrition
 - Obesity
 - Diabetes

Resources:

Since health literacy education is very different than perhaps regular health education, here are reliable places to start research- it would be best to pull curriculum from one of these sources since they are all accredited Health Literacy tools:

- ✓ Queens Library HL: <https://www.queenslibrary.org/services/health-info/english-for-your-health/teacher-beginner-level>
- ✓ Picture Stories : http://www.cal.org/caela/esl_resources/Health/healthindex.html
- ✓ HL Collection of all resources:
<http://www.healthliteracy.worlded.org/curricula-1.htm>
- ✓ Virginia HL: <http://www.valrc.org/toolkit/teach.html>
- ✓ English for Health- we are going to purchase the program:
[http://litnetwork.org/uploads/media/Teaching English for Health information - Literacy Network.pdf](http://litnetwork.org/uploads/media/Teaching_English_for_Health_information_-_Literacy_Network.pdf)
- ✓ Florida Health Literacy Coalition- multiple topics if you click the links
http://floridaliteracy.org/health_literacy_curriculum.html