

**Roundtable on Health Literacy**  
**The National Academies of Sciences, Engineering, and Medicine**  
**NAS 120**  
**2101 Constitution Ave NW**  
**Washington, DC 20418**

**Communicating Clearly about Medicine: A Workshop**  
**November 17, 2016**  
**Agenda**

**Workshop Objective:**

The workshop seeks to address the question, “How do we provide clear written communications to patients?” with a focus on the patient experience.

8:30-8:45     **Welcome and workshop overview**  
*Bernard Rosof, MD, MACP*  
*Chair, Roundtable on Health Literacy*

8:45-9:30     **The patient experience**  
*Darvece A. Monson, patient and advocate*  
*Caleb Sexton, patient and advocate*  
*Bobbie Reed, caregiver and advocate*  
*Moderator: Terri Ann Parnell, DNP, RN*

9:30-10:00    **Discussion**

10:00-10:15	BREAK
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10:15-10:20    **Introductions**

10:20-10:40    **Current landscape of research on written communications**  
*Will Shrank, MD, MSHS*  
*Chief Medical Officer*  
*UPMC Health Plan*

10:40-11:00    **The role of human factors engineering**  
*Irene Chan, PharmD, BCPS*  
*Division of Medication Error Prevention and Analysis*  
*Office of Surveillance and Epidemiology*

*Food and Drug Administration*

*Elisabeth Walther, PharmD, JD  
Division of Medical Policy Programs  
Office of Medical Policy  
Food and Drug Administration*

**11:00-11:20 Human-centered design**

*Ed Israelski, PhD  
Consultant – Technical Advisor on Human Factors  
Retired Director, Human Factors  
AbbVie*

**11:20-12:00 Discussion**

12:00-1:00

LUNCH

**Translating Research into Practice Case Studies**

**1:00-1:05 Introductions**

**1:05-1:20 Adopting an easy-to-read medication label in Wisconsin**

*Steve Sparks, MS  
Health Literacy Director  
Wisconsin Health Literacy*

**1:20-1:35 Including individuals with low health literacy in research and development of new labeling**

*Laurie Myers, MBA  
Global Health Literacy Director  
Merck Sharp & Dohme Corp.*

**1:35-1:50 Project RED: Engaging patients in medication management at hospital discharge**

*Brian Jack, MD  
Professor and Chair, Department of Family Medicine  
Boston University School of Medicine*

**1:50-2:05 Planning for non-English speaking patients**

*Charles Lee, MD  
President and Founder*

*Polyglot Systems, Inc.*

**2:05-2:25 Reactor Panel**

*Donna Horn, RPh, DPh  
Director, Patient Safety - Community Pharmacy  
Institute for Safe Medication Practices*

*H. Shonna Yin, MD, MS  
Associate Professor of Pediatrics and Population Health  
Departments of Pediatrics and Population Health  
NYU School of Medicine/Bellevue Hospital Center*

**2:25-3:00 Discussion**

3:00-3:15

BREAK

**The Future of Health Literate Design**

**3:15-3:20 Introductions**

**3:20-3:35 Written materials in the digital space**

*Dan Morrow, PhD  
Chair, Department of Educational Psychology,  
University of Illinois, Urbana-Champaign*

**3:35-3:50 Legal considerations in applying health literacy principles to written communications**

*Heather Rennie, JD  
Managing Counsel, Regulatory Legal Group  
Merck Sharp & Dohme Corp.*

**3:50-4:10 Moving forward in written communications research**

*Mike Wolf, PhD  
Professor, Medicine and Learning Sciences  
Associate Division Chief – Research  
Division of General Internal Medicine  
Feinberg School of Medicine  
Northwestern University*

4:10-4:45 **Discussion**

4:45-5:30 **Reflections on the Day**

5:30

ADJOURN