

Institute of Medicine
Roundtable on Health Literacy

Attributes of a Health Literate Organization
Conference Center
20 F Street, NW
Washington, D.C.

November 16, 2011

Agenda

WORKSHOP	Conference Rooms A & B
8:30-8:45	Welcome and Overview <i>George Isham, Chair</i>
8:45-9:05	Presentation of Commissioned Paper on Attributes of a Health Literate Organization <i>Dean Schillinger, M.D.</i> <i>Professor of Medicine in Residence</i> <i>Chief, Division of General Internal Medicine</i> <i>University of California at San Francisco</i>
9:05-9:30	Discussion

The first three panels will provide reactions to the commissioned paper from healthcare providers who practice in different kinds of healthcare organizations. Each presenter will be asked to respond to a set of questions.

9:30-10:30 PANEL 1 PRESENTATIONS AND DISCUSSION

- | | |
|------------|--|
| 9:30-9:45 | Public Hospital System
<i>Lauren Johnston</i>
<i>Chief Nursing Officer and Senior Assistant Vice President</i>
<i>Patient Centered Care</i>
<i>New York City Health & Hospital Corporation</i> |
| 9:45-10:00 | Public Clinic
<i>Debra Dever</i>
<i>Chief Executive Officer</i>
<i>Loudoun Community Health Center</i> |

10:00-10:30 Discussion

10:30-10:50

BREAK

10:50-12:00 PANEL 2 PRESENTATIONS AND DISCUSSION

10:50-11:05 Private Practice

Isabel Hoverman, M.D.

Austin Internal Medicine Associates, LLC

11:05-11:20 Pharmacy Chain

Darren Townzen, R.Ph, M.B.A.

*Director of Health and Wellness Systems
Wal-Mart*

11:20-12:00 Discussion

12:00-1:00

LUNCH

Boardroom

1:00-2:00 PANEL 3 PRESENTATIONS AND DISCUSSION

1:00-1:15 Dental Practice

William Calnon, D.D.S.

President, American Dental Association

Private practice general dentistry

1:15-1:30 Home Health

Cynthia Horton

Visiting Nurses of El Paso

1:30-2:00 Discussion

2:00-3:15 PANEL 4 PRESENTATIONS AND DISCUSSION

The final panel will provide reactions to the commissioned paper from individuals in various organizations that can or do provide incentives for organizational efforts in particular areas. Each panelist will be asked to respond to a set of questions.

2:00-2:15 Joint Commission

Ana Pujols-McKee, M.D.

Chief Medical Officer, Joint Commission Enterprise

*Executive Vice President of Healthcare Improvement, The Joint
ion*

2:15-2:30 Employer

John Neuberger
Director of Client Partnerships
Quad/Med, Quad Graphics

2:30-2:45 Centers for Medicare and Medicaid Services

Shari Ling, M.D.
Acting Deputy Chief Medical Officer

2:45-3:15 Discussion

3:15-3:45 Reflections on Lessons Learned

3:45	ADJOURN WORKSHOP
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4:00-5:00	ROUNDTABLE MEETS	Boardroom
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4:00-4:15 Introduction of Guests

4:15-5:00 Review of Workshop

- What are key points made?
- Possible additional activities to be undertaken in this area
 - o Regional sessions
 - o Submission of paper rewrite for publication
 - o Other?

5:00	ADJOURN
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