



STAAR Learning Session

Health Literacy Pillar IV/V

CCT Team Chair Cheryl Merrill, RN
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Northeast Hospitals

Beverly Hospital, Addison Gilbert Hospital and
BayRidge Hospital are members of Northeast Hospitals.



Health Literacy

- Created contact hour/CME presentation for nurses, physicians and allied healthcare providers.
- Presented at 3 sites to 48 professionals in the nursing division, and offered a CME for physicians. Plan to continuing program throughout 2011.
- Posted health literacy videos on hospital intranet for informal learning opportunities.
- Inspired staff to request translation for their patient education materials (created staff engagement).
- Highlighted importance of Health Literacy across the continuum weaving in the clinician's perspective to the importance to the patient's overall health.



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