Health Literacy Action Team

Live Well Lake County Vision Statement:
Achieving the highest level of health and wellness for all in Lake County.

Health Literacy Action Team
Thursday, February 2, 2017
8:00 AM – 9:30 AM, Room 2E
Conference Call 847-377-3200 - Access Code: 0184289

Lake County Health Department/Community Health Center
3010 Grand Avenue Waukegan, IL 60085

Statement of Purpose: *To provide culturally appropriate health literacy education and improve access to health care in order to prevent disease, increase self-advocacy to services and achieve a healthier Lake County*

Discussion Item	***Presenter***	***Action/Result***
1. Welcome and Introductions	Mike	
2. Old Items a. Work Groups Reports i. Community Health Workers Liaison - Manny Hernandez ii. Understanding Benefits - Lourdes Shanjani iii. Emergency Room – Elvis Munoz b. Library Toolkit i. Live Well Lake County Brand ii. CHIP **3. New Items** i. Summit Feedback ii. Meeting Time Poll	Mike / Work Group Leaders	*Informational/ Discussion*
4. Networking, News and Reports Individual organizations.	Group	

Next Meeting	***Discussion***
Thursday March 2nd, 2017	**Time _____**

Health Literacy Action Team

Colleen Lennon 847-395-2809 x 25
AAHAA (Antioch Area Healthcare Accessibility Alliance)

Elvis Munoz 847-744-6027
Advocate Condell Medical Center

Debra Day 312-505-5965
Aetna Better Health Illinois

Joyce Valdez 708-814-6632
Blue Cross Blue Shields Illinois

Laura Muttini
Educational Health Strategies, LLC

Kathy Waligora 312-763-2389
Elizabeth Hackett 312-763-2389 x 7
EverThrive Illinois

Alejandra Paiz 847-244-0300
H.A.C.E.S (Hispanic American Community Education and Services)

Edna Pompilus, Co-Chair
847-377-4884
LCHD/CHD (Lake County Health Department and Community Health Center)

Lourdes Shanjani 847-201-1521
Mano a Mano Family Resource

Jokotade Greenberg 484-620-0298
One Hope United

Michael Smith, Co-Chair
847-530-6167
Rosalind Franklin University Health Clinics

Manny Hernandez, Co-Chair
847-693-8665
Alt. Gale Graves
Waukegan Public Library

Tim Kirschner 224-303-3621
Waukegan School District 60

For more information, contact:
Edna Pompilus Epompilus2@lakecountyil.gov 847-377-4884
Lake County Health Department and Community Health Center,
3010 Grand Avenue, 2nd Floor, Waukegan, Illinois 60085

Surveys Timeline

Task	Person Responsible	Time frame	Starting Date	Ending Date	Remarks
Survey Creation	Workgroup Leaders: Lourdes Shanjani Elvis Munoz	2 months	January 1, 2017	March 1, 2017	
Survey Review	Kavita Bhat	1 month	March 1	April 1	
Survey Printing	HLAT Members	1 month	April 1	May 1	
Survey Distribution and collection	HLAT Members and other CBOs	2 months	May 1	July 1	
Survey Results Analysis	Kavita Bhat	1 month	July 1	August 1	
HLAT Objective creation	Workgroup Leaders: Lourdes Shanjani Elvis Munoz	1 month	August 1	September 1	

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Health Literacy Action Team Minutes/Notes

Thursday, February 2, 2017

8:00 AM- 9:30 AM, 2E

Members Present:

Arlene Ryndak	Michael Smith	Manny Hernandez	Victor Kue (RFU Student)	Maureen Cull

Members via phone:

Debra Day	Laura Muttini	Gale Graves	Tim Kirschner

Introductions: Michael Smith led introductions.

Old Items –

Work Group Reports

Report from the three work groups were as follow:

- **Community Health Worker's Liaison Workgroup:**
  Many reported to the group that the Community Health Workers (CHWs) are going through the Diabetes Education and Empowering Training (DEEP) and these are expected to be done by mid-March, Waukegan Public Library has 14 volunteer CHWs, cardiovascular diseases training will be following in April, the rest of the education is aligning with the health priorities from LWLC.
- **Understanding Benefits and Re-Enrollment Workgroup.**
  This workgroup is met on 1/17/2014 to work on the creation of a survey. A resource flyer explaining benefits is also in the works.

- **Emergency Room Workgroup.**
  This workgroup is working in creating a survey to be administered in the ER in regards to the Health Literacy level of the people who inappropriately make use of the ER. This survey will aim to pinpoint the causes of the inappropriate ER visit, whether it is due to a real health literacy issue, or if it

is related to Social Determinant of health (SDoH) causes such as not having a Primary Care Physician (PCP), lacking transportation, unable to take sick days from work, etc.
Elvis is expected to meet with the Nurse Manager and with the Director of the Emergency Room Care Management. Personal at Condell is interested in health literacy and they expect that through the utilization of the Health Literacy Universal Precautions Toolkit from the Agency for Healthcare Research and Quality (AHRQ). Elvis also shared that Dr. Jennifer Banas is utilizing the Nemours curriculum -a free resource, at Waukegan School District 60 (WSD60). This is a four-unit educational material that teaches students how to be a better healthcare broker for themselves and their families. There is a study being published by Dr. Banas and her work with health literacy at WPS60.

Library Toolkit

This toolkit is still in development; it was agreed that the focus of the presentation should be in line with the identified health priorities (Cardiovascular Disease and Hypertension, Obesity, Behavioral health, Diabetes) from Live Well Lake County.
Consensus is still work-in-progress in regards to have the presentations with only one brand Live Well Lake County.

Live Well Lake County resource list will be created and given at all the presentations.

Summit Feedback

Energizing experience, learning how population health benefits and business are positively impacted with a higher return on investment when their employees are healthier.
Speakers were able to show the difference within lake county from averages to taking closer look at vulnerable communities.
By having 117 different organizations present was refreshing and encouraging to know that individual organizations are part of something larger and powerful.
Some good news shared were that after the summit, Tobacco 21 ordinances in all unincorporated Lake County is expected to pass.

Organization's Updates:

AAHAA: looking into launch again **"**Go Antioch" in the summer and possibly in the winter, trying to partner with the HS to turn it into an indoor program. They are starting their partnership again with local fire department to refer people to AAHAA - for education and help locating services like assisting people to locate a PCP, when they are called for non-emergency situations. Working on expending transportation volunteer program. (AETNA provided flyer with IL State Medical Facility Transportation Resource Guide and is being included as an appendix to these notes).

Educational Health Strategies, LLC: working on mental health issues (substance abuse TPSD, etc.) that affect Veterans. Reaching this particular segment of the population through the VFW and the American Legion Post.

Waukegan Public Library: currently working on a 12-week program peer-to-peer support group from National Association for Mental Illness (NAMI). Also the health classes program is expanding to include talks in English one a month starting on 2/28/2017.

Attachments:

- HL Final Report from Condell and Nemours ppt
- www.ahrq.gov Health Literacy ToolKit
- Il State Resource Guide to Medical Transportation
- Case Study at WPSD60