

## Course Outline

### **Health Literacy**

*One-Credit Course*

#### **Health Literacy and Its Importance**

- I. What is Health Literacy?
- II. Activities Influenced by Health Literacy
- III. Health Insurance Literacy
- IV. Literacy and Numeracy
- V. Ranges in Health Literacy
- VI. eHealth Literacy
- VII. Overestimating Health Literacy Skills
- VIII. The Cost of Low Health Literacy
- IX. Low Health Literacy and Individual Health and Well-Being
- X. Low Health Literacy and Provider Visits

Estimated Time to Complete: 20 Minutes

#### **Predicting Health Literacy Levels**

- I. Plan Participants Interactions
- II. Recognizing Signs of Low Health Literacy
- III. Verbal Cues
- IV. Nonverbal Cues
- V. Written Cues
- VI. Specific Groups With Lower Health Literacy
- VII. Engaging All Consumers
- VIII. Elderly People
- IX. People With Lower Incomes
- X. People With Chronic Health Conditions
- XI. Immigrant Populations
- XII. Black, Indigenous and People of Color (BIPOC)

Estimated Time to Complete: 20 Minutes

#### **Challenges Associated With Low Health Literacy**

- I. Access to Health Services
- II. Types of Health Services
- III. Access to Insurance
- IV. Specific Challenges With Health Insurance
- V. Difficult Concepts

Estimated Time to Complete: 10 Minutes

#### **Communicating With Plan Participants With Low Health Literacy**

- I. Communicating With Plan Participants
- II. Embarrassment Among People With Low Health Literacy
- III. Eliminating Fear
- IV. Creating a Welcoming Physical Environment
- V. Creating a Welcoming Virtual Environment
- VI. Challenges With Verbal Communication

- VII. Challenges With Written Communication
- VIII. Language Barriers
- IX. Generational Communication
- X. Avoiding Jargon
- XI. Determining Comprehension
- XII. Avoiding Certain Questions
- XIII. The Teach-Back Method

Estimated Time to Complete: 20 Minutes

NOTE: The estimated time to complete each lesson is based on word count and assumes uninterrupted consumption of the course. Actual time to complete each lesson can vary widely based on familiarity with the topics and other factors. Time required to complete the course final exam is not counted in these estimates.