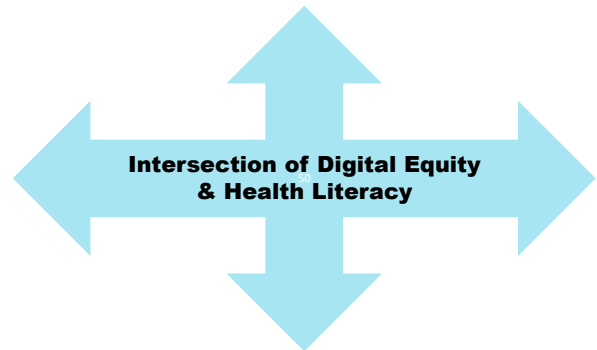




Seeking Equity through Digital Health Literacy



LITERACY

"...the ability to identify, understand, interpret, create, communicate and compute, using printed and written materials associated with varying contexts.

NUMERACY

"...the ability to access, use, interpret and communicate mathematical information and ideas, in order to engage in and manage the mathematical demands of a range of situations in adult life."

Digital Literacy

The ability to use information and communication technologies to find, understand, evaluate, create, and communicate information, requiring both cognitive and technical skills.

Digital Skills

A range of abilities beyond basic digital literacy necessary to use digital devices of all types, and handle communication applications and networks to access, create and manage information.

Health Literacy

Personal Health Literacy is the degree to which individuals have the ability to find, understand and use information and services to inform health-related decisions and actions for themselves and others.

Organizational Health Literacy is the degree to which organizations equitably enable individuals to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.

Digital Inclusion

...the activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs).

Digital Equity

Condition in which all individuals and communities have the information technology capacity needed for full participation in society, democracy and economy.

Health Equity

... the absence of disparities or avoidable differences among socioeconomic and demographic groups or geographic areas in health status and health outcomes such as disease, disability, or mortality”



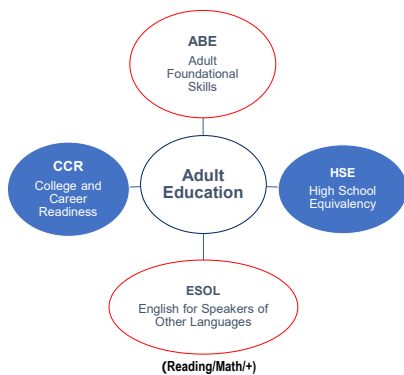
Challenges

and

Opportunities



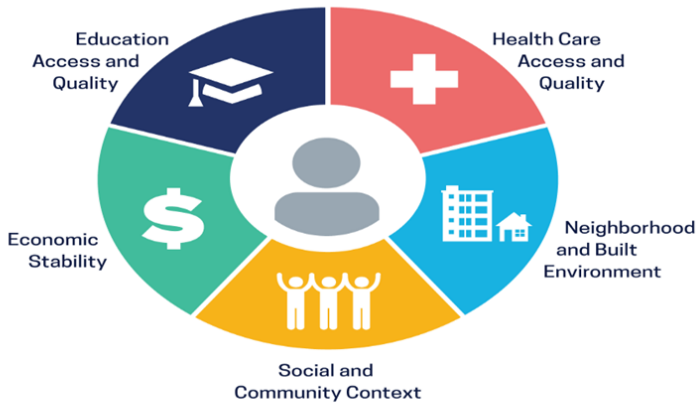
Barriers to Digital Equity and Health Literacy



Language Barriers

- **Power dynamics of language perpetuates inequity**
- **Vocabulary levels**
- **Complexity of English language**
- **Medical or technology jargon hard to understand**

Social Determinants of Health



Social Determinants of Health
Copyright-free

Healthy People 2030



Digital Equity Challenges

Broadband Availability
Relevance and Perception Basic Literacy/Vocabulary
Price/Cost
Device Obtainability
Digital Literacy & Skills Training
Support Services



Opportunities

Sometimes, the little things make a big difference!

Meet community members where they are and build from there.



Employ familiar devices to teach the basics of health literacy and digital literacy

Use plain language to explain healthcare concepts

Provide equitable access to information and services

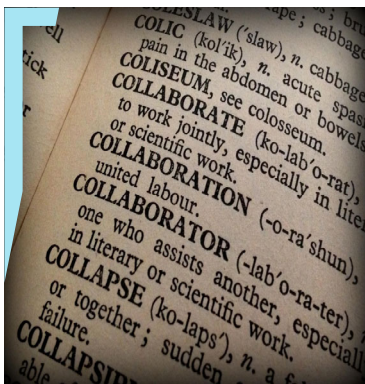
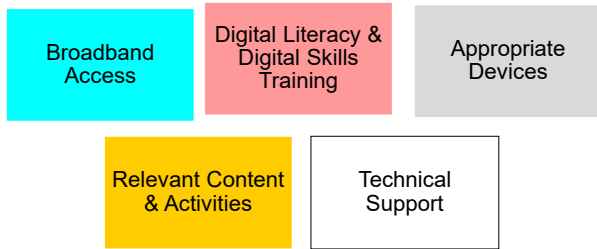
Expand Digital Health Literacy

Introduce digital health tools:

- **Patient portals**
- **Mobile health apps**
- **Telehealth services**
- **Remote monitoring devices**



Promote Digital Equity



Collaboration and Partnerships

Try a walk in someone else's shoes



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You don't have to do it alone!

Explore available resources

- Local government agencies
- Literacy service providers
- Digital equity alliances
- Economic development groups
- Libraries
- Faith-based entities
- Educational institutions

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Seek common ground



- Same customer/patient base**
- Overlapping/same service areas**
- Familiar socio-economic issues**
- Similar obstacles and barriers to problem resolution**



Share information

Create a Win-Win for Everyone!



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Workshop Time!

Table Assignment:

- **Choose task**
- **Select recorder & reporter**
- **Solve the problem!**



The more ideas, the greater the chance of developing a very good idea!



Thank You!