



Our Mission

HEAL (Health Education & Adult Literacy) Program 's mission is to improve health literacy of caregivers with an emphasis on medication administration by developing culturally responsive health education materials taught in waiting rooms throughout the ACN.

Who we are

HEAL primarily trains volunteers to hold non-didactical informative sessions that empower patients' caregivers to maximize the care they receive during their child's medical visit. In addition, the program trains pediatric providers and community health workers to address the issue of health literacy.

Main Components

1) HEAL Curriculum

- Implementation of a health education curriculum that is sensitive to the culture and health literacy skills of the population served.

2) Medical Residents

- Second year medical residents are informed about the basic tenets of health literacy with emphasis on the importance of communicating in plain language when sharing medical information.

3) Volunteers

- Pre-Med students and Nursing students, who serve as trained volunteers to share information in a non-didactical manner with the patients' caregivers.

Benefits

- Improves health knowledge and behaviors among patients who possess low health literacy skills.
- Fosters opportunities to engage patient's caregiver in their child's health and wellbeing.

Additional Perks

- Affects patients' perception of wait time as it may seem shorter.
- Narrows the communication gap that may exist between health care providers and patients' caregivers.