

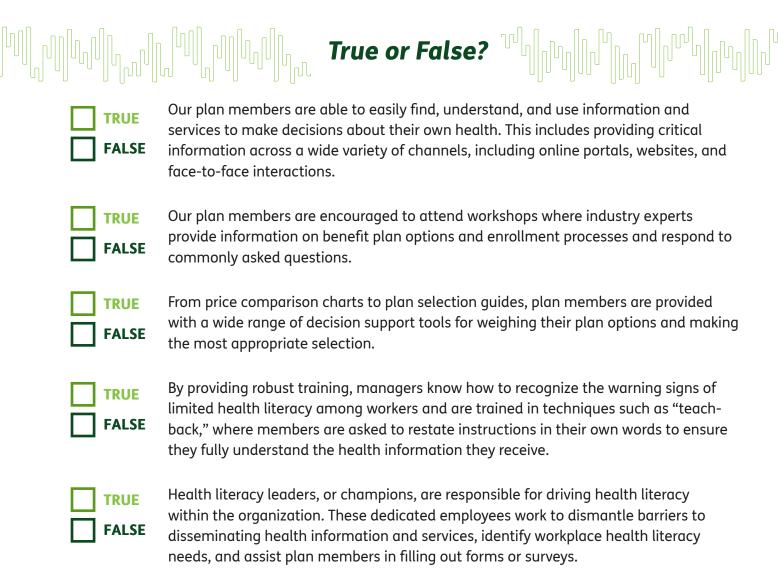


A well-used gym membership, a good night's sleep, and a stress-free lifestyle aren't the only contributors to a long and healthy life. Health literacy—the ability to find, understand, and use health information and services—is critical to making well-informed health-related decisions.

Yet a recent study from Humana reveals that 20% of respondents report low health literacy¹. That's cause for concern as a lack of knowledge around health can lead to chronic illnesses, unnecessary emergency department visits, and avoidable hospitalizations². Not to mention the financial toll a poor understanding of health can take on today's healthcare system. Case in point: Inadequate health literacy adds an additional \$106 to \$238 billion cost to the healthcare system, representing 7-17% of all personal healthcare expenditures³.

The good news is organizations can play a significant role in making health information simple to understand and the healthcare system easier to navigate. But how can an organization be sure it's providing employees with the necessary knowledge and tools to begin their health journey?

Here's a quiz to help organizations evaluate the effectiveness of their healt literacy efforts, and discover the steps they must take to make health literacy a more integral part of an organization's overall mission and operations.





Find out how effectively your organization is ensuring the health literacy of its employees by calculating the number of times you answered 'True' to the statements above.

You answered 'True' to 7-10 statements:

Congratulations! Your health literacy initiatives are providing employees with the knowledge they need to make the right healthcare decisions. Just remember, there's always room for improvement. Regularly confirm comprehension among employees and continuously expand access to clear and concise plan information through intranet sites, mobile apps, and employee portals.

You answered 'True' to 4-6 statements:

Chances are, plan members are struggling to find workplace opportunities to improve their understanding and knowledge of healthcare policies and plans. Designating employees as health

literacy champions, and providing them with the necessary resources to improve health literacy in your organization, can go a long way toward educating employees and creating a culture of knowledge.

You answered 'True' to 1-3 statements:

Like it or not, health literacy is as important for organizations as it is for employees. Without it, organizations lack a foundation for creating a system of care that promotes wellness and prevention. Fortunately, it's never too late to get started on developing a strategy that will empower employees to make effective decisions about their health and health plans.

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- 2. "To Advance Health Equity, Make Health Literacy A Priority At the Organizational Level," HealthAffairs, last accessed Aug. 25, 2024 <a href="https://www.healthaffairs.org/content/forefront/advance-health-equity-make-health-literacy-priority-organizational-level?utm_content=301755752&utm_medium=social&utm_source=linkedin&hss channel=lcp-2857662.
- 3. "Impact of low health literacy on patients' health outcomes: A multicenter cohort study," BMC Health Services Research, last accessed Aug. 23, 2024, https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-022-08527-9.

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