

Richmond Digital Health Literacy Project

Site Partner Meeting #4

Katy Curl, *Library and Cultural Services Director*

Sherry Drobner, *Literacy for Every Adult (LEAP) Program Manager*

Ellen Kersten, *Digital Health Literacy Project Coordinator*

Patricia Ruis, *Digital Health Literacy Project Intern*

Richmond Public Library

City of Richmond

March 24, 2016



I. Introductions

- Name
- Organization
- How are you (or your organization) involved in digital literacy and/or health literacy work in Richmond?

Meeting Objectives

1. Convene City of Richmond staff and partner organizations for discussion about **digital health literacy needs and opportunities** in Richmond
2. Collect feedback from community experts about the Richmond Digital Health Literacy **curriculum, formative evaluation results, and future evaluation and sustainability plans**
3. Identify partners and sites to assist with learner and instructor **recruitment and training**

II. Project accomplishments: Learners

As of March 17, 2016:

106 Digital Health Graduates

17 Learners active/in progress

46 Learners inactive/not complete

- 8 didn't return after first day
- 15 attended >1 day then stopped coming
- 8 likely complete or in progress, need to follow-up
- 8 schedules changed or moved
- 7 unknown users



II. Project accomplishments: Partner Sites

8 partner sites

- LEAP Computer Lab (41 graduates)
- Catholic Charities (30 graduates)
- YES/Nevin Center (17 graduates)
- LEAP ESL Class (12 graduates)
- Monterey Pines (5 graduates)
- Crescent Park (Starting April 2016)
- Barrett Terrace (starting May 2016)
- Community Heritage Senior Apartments (starting May 2016)



Monterey Pines

II. Project accomplishments: Implementation Models

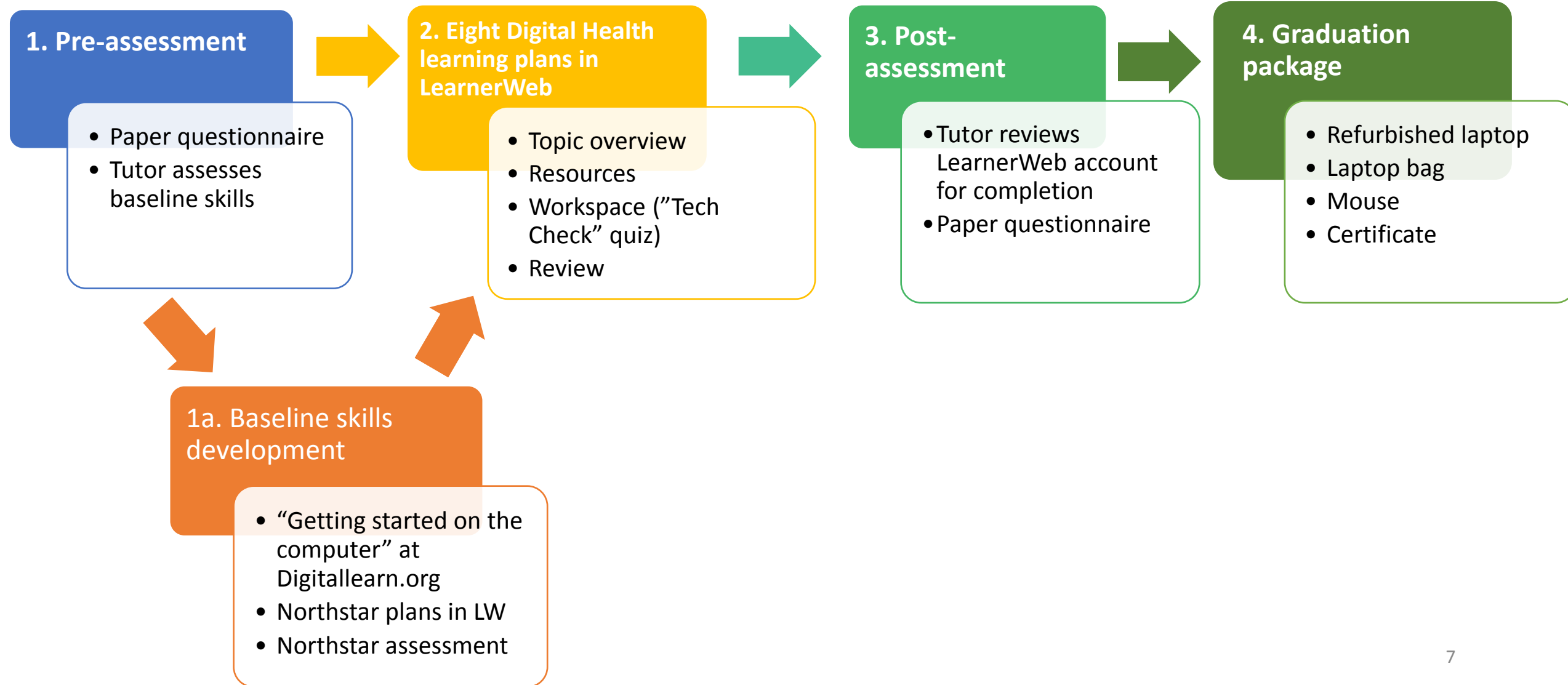
Timing:

- Drop-in hours
- Weekly 1 hour class
- Weekly 2 hour class
- 2 times a week for 2 hours

Instructors:

- DHLP staff
- DHLP staff train-the-trainer, e.g. resident services coordinator, computer lab manager, or other on-site staff
- Hourly contracted tutors
- *DHLP graduates*
- *Volunteers*

III. Digital Health curriculum



III. Digital Health curriculum updates: Log-in Window

www.richmondhealth.learnerweb.org

Richmond Health LearnerWeb Home | Create an Account | Sign In

English

Update Your Profile

► Change Password

* 1. First Name

* 2. Last Name

* 3. Email

* 4. Preferred Language

* 5. Location

* 6. Role

Save and Close

*** 5. Location**

-
- Catholic Charities
- * Crescent Park
- Home
- LEAP computer lab
- LEAP classroom
- Monterey Pines
- Nevin Community Center
- Other

*** 6. Role**

-
- Learner (enrolled in class)
- Project Partner
- Tester or reviewer
- Other

III. Digital Health curriculum updates: Spanish Resources

https://dl.dropboxusercontent.com/u/5051200/HowToReadWeb_spanish/story.html

The screenshot shows a browser window with the URL www.lifelongmedical.org. The page title is "How to Read a Webpage Spanish 3". The main content is the Lifelong Medical Care website, which features a navigation menu with links like "CASA", "ACERCA DE NOSOTROS", "PROGRAMAS Y SERVICIOS", "UBICACIONES", "NOTICIAS & EVENTOS", "CARRERAS", "APOYANOS", and "CONTÁCTENOS". There are also sections for "NUEVO PACIENTE", "INVOLUCRARSE", and "DONE AHORA". A pink callout box with a woman's image says "Antes de seguir, haz clic en cada una de los rectángulos!". At the bottom, there are navigation buttons for "PREV" and "NEXT".

Interactive graphic of healthcare service types

The graphic is titled "Tipos de servicios de salud" and includes a description: "DESCRIPCIÓN El video que acaba de ver muestra que hay algunas grandes diferencias entre los diferentes tipos de proveedores, tales como el costo, el tiempo de espera para la atención y seguimiento. Hay muchos otros tipos de proveedores de la salud también. Aprenda acerca de los diferentes proveedores en los siguientes recursos. Recuerde que para cualquier emergencia que amenazan la vida, siempre se debe llamar inmediatamente al 9-1-1." Below the text is a grid of healthcare service types in Spanish, each with a corresponding image: "sala de emergencia" (emergency room), "dentista" (dentist), "cuidado urgente" (urgent care), "atención primaria" (primary care), "optometrista" (optometrist), "enfermera consejera" (nurse practitioner), and "especialista" (specialist). A blue bar at the bottom says "Haga clic sobre uno de estos recursos útiles:" and lists "Tipos de profesionales de la salud" and "Enfermera Consejera". A "SIGUIENTE" button is at the bottom right.

III. Digital Health curriculum updates: Resources Needed

- Overview videos in Spanish of all topics (see Learning Objectives handout)
- Videos in English and Spanish for sub-steps
- Updated local resources:
 - health services
 - health insurance
 - dental services
 - eye care
 - social services
 - physical activity
 - arts and enrichment
 - Others?

IV. Evaluation

By Communities in collaboration | comunidades en colaboración

V. Sustainability

- Expansion to additional sites
 - Rubicon
 - Reentry Center
 - Others?
- Training for additional instructors and tutors
- Updating and expanding curriculum
- Funding for implementation and development beyond March 2017

VI. Review of next steps

Thank you

Katy Curl

Library & Cultural Services Director
City of Richmond
510-620-6554
katy_curl@ci.richmond.ca.us

Sherry Drobner

Program Manager
Literacy for Every Adult Program – LEAP
Richmond Public Library
510-307-8082
Sherry_Drobner@ci.richmond.ca.us

Ellen Kersten

Project Coordinator
Digital Health Literacy
Richmond Public Library
(510) 307-8002
Ellen_Kersten@ci.richmond.ca.us

Patricia Ruis

Project Intern
Digital Health Literacy
Richmond Public Library
(510) 620-6684
Patricia_Ruis@ci.richmond.ca.us

