

Health Literacy Connections

Patient Health Literacy is critical to all medical practices and hospitals but is often forgotten in the overall picture or plan for patient success.

Jessica Daly, MLS – Consumer Health Librarian / Health Literacy Educator



Jessica Daly, MLS, has served Orlando Health's Clifford E. Graese Community Health Library since October of 2016. She earned both a BS in Elementary Education as well as a MLS from the University of East Carolina. Her experience ranges from classroom teacher to associate professor while continuing to instruct online with Liberty University's Online Academy. She is a published author and columnist.

Clifford E. Graese Community Health Library
MCRG Patient & Family Learning Center

The Clifford E. Graese Community Health Library is open to all Orlando Health patients, visitors and family members, team members and healthcare professionals. Members of the community may also use the library. The two consumer locations offer pamphlets, brochures, print books, e-books, audio and online resources on an extensive variety of health topics.



Consumer Health Outreach Jan. 2017 – April 2018

Bringing Resources and Services to the Patient and Caregiver

- Infusion Rounds
- Waiting Room Rounds
- Heart Institute Patient Resource Room
- Stroke Support Group
- Brain & Spinal Injury Center
- Home Health
- Physician Associates
- Cancer Support Community
- Breast Care Center Chemotherapy Classes
- Caring for the Caregiver Event and Lecture Series
- Promotional Video – MCRG Patient and Family Learning Center
- Orlando Health Blog Series

Financial Support

- Clifford and LaVonne Graese Foundation
- National Network of Libraries of Medicine Technology Award
- National Network of Libraries of Medicine Professional Dev. Award
- National Network of Libraries of Medicine Health Literacy Outreach Award



Strength in numbers. Orlando Health is:

- 9 AWARD WINNING HOSPITALS
- 46 Outpatient Centers* (REHABILITATION • IMAGING CENTERS • LAB • CANCER • SURGERY)
- MORE THAN 3,000 PHYSICIANS IN OVER 40 AREAS OF SPECIALTY
- 200 PRIMARY CARE PRACTICE LOCATIONS
- 6 COUNTIES SERVED (Orange, Seminole, Citrus, Lake, Brevard, Polk)
- MORE THAN 23,000+ TEAM MEMBERS CARING FOR YOU
- 9 URGENT CARE CENTERS AND 7 MEDICAL PAVILIONS*
- CENTRAL FLORIDA'S ONLY LEVEL ONE TRAUMA CENTER FOR ADULTS & PEDIATRICS (+12* ERs)

* Includes five medical pavilions and freestanding emergency rooms - cooling units.
* Includes hospital, medical pavilion and outpatient services locations.

Reaching the Caregiver

Join Us for Our **Care for the Caregiver Event**

Wednesday, May 31, 2017
8:30 am - 11:00 am

Orlando Health Heart Institute
Education Forum
1222 S. Orange Ave., Orlando, FL 32806

Complimentary breakfast and hot tea will be served.
Please RSVP to Jessica.Daly@OrlandoHealth.com.

Join Us at the **Care for the Caregiver Series**

Wednesday, September 20, 2017
10:00 am - 11:15 am

"Healthy Choices and Nutrition"
presented by Nicole Santapola,
Health Education and Cancer Prevention

Orlando Health UF Health Cancer Center
Charles Lewis Pavilion (4th Floor), LP 3

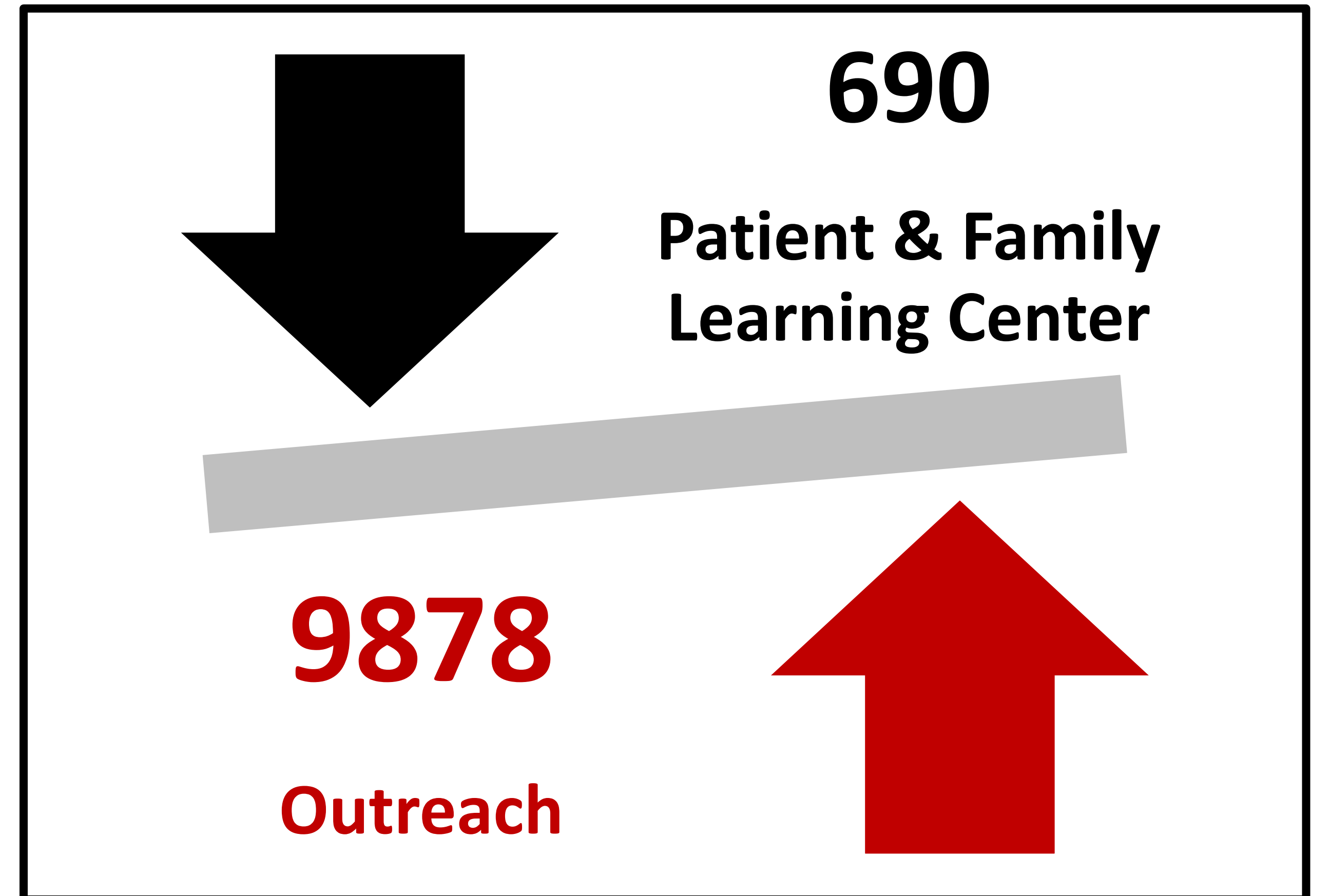
Wednesday, October 11, 2017
10:00 am - 11:15 am

"Emotional Health"
presented by Alison Isner,
Patient and Family Counseling

Orlando Health UF Health Cancer Center
Charles Lewis Pavilion (4th Floor), LP 3

To reserve your spot in one or both sessions, please
RSVP to Jessica.Daly@OrlandoHealth.com.

Number of Patient/Caregiver Interactions



Educational Sessions for Patients, Caregivers & Team Members

- Researching Your Health
- Talking to Your Doctor
- Prescriptions for Health
- Health Literacy Connections
 - Higher Patient Experience
 - Fewer unneeded ED visits
 - Fewer re-admits within 30 days

Low Patient Health Literacy reduces quality of life!

94 Educational Sessions Taught

Health Literacy Connections
APH Lunch & Learn

May 15, 2018 at either 11:30 am or 12:15 pm - Orlando Health APH - Classroom 3

ALL Orlando Health Team Members are Invited
An informational session where team members will gain greater knowledge in the following areas:

- Patient & Caregiver Health Literacy
- Empower patients to become active participants in their own healthcare
- Improve Patient Experience
- Achieve fewer patients being readmitted within 30 days of discharge
- Reduction in the number of unneeded visits to the Emergency Department

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