



Health literacy is a stronger predictor of health than age, income, employment status, educational level, or race.





# Cultural Competence & Empathy

Research shows that cultural competence and empathy play a direct role in positively impacting patient outcomes in diverse populations.

Although US hospital systems have begun to realize this, patients should be cognizant of how socio-economic status, cultural differences, and provider empathy can directly impact the quality of healthcare provided to them and should shape how they seek care.

[https://journals.lww.com/nursing/Fulltext/2018/12000/Confronting\\_barriers\\_to\\_improve\\_healthcare.10.aspx](https://journals.lww.com/nursing/Fulltext/2018/12000/Confronting_barriers_to_improve_healthcare.10.aspx)  
[https://greatergood.berkeley.edu/article/item/building\\_empathy\\_in\\_healthcare](https://greatergood.berkeley.edu/article/item/building_empathy_in_healthcare)





# Comparator - Health IQ

Series of games and quizzes developed by CDC to improve health literacy

Higher health IQ score linked to lower rates of chronic diseases and lower healthcare costs\*

Does not focus on healthcare literacy, but interesting approach

<https://www.businesswire.com/news/home/20190131005052/en/Health-IQ-Releases-%E2%80%9CHealth-Literacy-in-the-50-States%E2%80%9D-Report#:~:text=Health%20IQ%20launched%20its%20Health.obesity%20and%20high%20blood%20pressure.>

