

Literature Review

- Confronting barriers to improve healthcare literacy and cultural competency in disparate populations
 - https://journals.lww.com/nursing/Fulltext/2018/12000/Confronting_barriers_to_improve_healthcare.10.aspx
 - Researchers have found that health outcomes/disparities are directly correlated to health literacy of patients, one example being a direct link between limited health literacy and a surge in avoidable hospital visits and hospital admissions. Similarly, cultural competence can play a direct role in positively impacting patient outcomes in diverse populations, requiring that nurses, doctors, and most importantly patients be conscious of socio-economic/cultural factors that contribute to the quality of healthcare provided/received.
- Healthcare Literacy (for the uninsured/publicly insured, and education gaps)
 - <https://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-health/interventions-resources/health-literacy#:~:text=For%20example%2C%20uninsured%20and%20publicly,of%20having%20low%20health%20literacy.&text=Studies%20have%20found%20that%20older,decreased%20access%20to%20health%20care.>
 - Uninsured and publicly insured (Medicaid and Medicare) individuals are at a higher risk of having low health literacy, therefore being at higher risk of higher health costs and increased hospital visits. Education may also impact health literacy, with statistics showing that almost half of adults who didn't graduate from highschool have low healthcare literacy.
- Promoting Health Literacy for Children and Adolescents
 - <https://pediatrics.aappublications.org/content/138/6/e20161937>
 - Health literacy is a stronger predictor of health than age, income, employment status, educational level or race. Although national efforts are

being made to improve health literacy, many of these programs target individuals who are already enrolled in a health insurance plan or who have already developed at least 1 chronic condition (many professionals feel that such cases could've been avoided), and fail to reach communities at large such as younger populations in the US.

- Significant Disparities Exist in Consumer Health Insurance Literacy: Implications for Health Care Reform

- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6831506/>
- Survey results show that one half of US adults rate themselves as having low health insurance literacy, and 48% had low confidence in using their insurance to access health care. Furthermore, specific demographics, such as young adults, women, or those with Hispanic ethnicity were at higher risk of low health insurance literacy based on models built from the survey results, suggesting higher risks of poor health outcomes.

- Building Empathy in Healthcare

- https://greatergood.berkeley.edu/article/item/building_empathy_in_healthcare
- Higher levels of patient-provider empathy are associated with higher patient satisfaction, better adherence to medicine, fewer malpractice cases, and improved patient mental health and outcomes. Although empathy is generally under-valued by healthcare systems, recent efforts have begun to stress the importance of patient/doctor relationships and encourage doctors to learn how to be empathetic, and likewise encourage patients to find said empathetic doctors to the best of their abilities.

- The Value of Primary Care

- <https://www.ncbi.nlm.nih.gov/books/NBK232636/>
- Primary care is valuable to patients for several reasons, some specific examples including 1) it provides a place for patients to get help for a wide variety of health problems 2) its potential to facilitate relationships between patients and providers and 3) it provides opportunities for early disease prevention and health promotion. However, even with these benefits, the value of primary care is not clear to the American public due to how

healthcare can feel inaccessible, ultimately leading to distrust and a lack of awareness of healthcare options.

- What Is the Biggest Mistake Patients Make When Picking a Primary-Care Doctor?
 - <https://www.wsj.com/articles/primary-care-doctors-the-biggest-mistakes-people-make-searching-for-them-1393535876>
 - Patients often put very little effort and time into researching providers that they are considering for care, often at the expense of quality and personalized care. Doctors urge the public to invest more time into such decisions and advise patients to avoid getting stuck with someone they don't respect or trust, and that patients should feel empowered to take control of their own health when possible (such as when picking a provider).
- Patient Attribution: Why the Method Matters
 - <https://www.ajmc.com/view/patient-attribution-why-the-method-matters>
 - Reliable methods of attributing patients to physicians are necessary for accurate evaluation of healthcare outcomes, stressing the importance of attributing patients to physicians they can trust and build relationships with in order to better assess the health of patients over time. Educating patients on how to find the right provider is often mutually beneficial, as patients find providers they can trust and work with long term, and providers experience less burnout and more fulfilling work by seeing positive outcomes.