

BACKGROUND

Health literacy is a common problem in the U.S., affecting over 80 million people (1). While health literacy is a complex concept that includes many components, print prose and print document literacy are two skills that are essential for health literacy so that patients can understand written health information (2). Written health information can be found in all areas of health and includes medical instructions, prescription medication information, health education about diseases, behaviors, and/or treatment options, patient history and admission forms, informed consent materials, and many other examples. It is well documented that there is a mismatch between the typical reading level of written patient health information and the average reading skill level of patients (3-5). Health professionals often lack the skills and financial resources to assess and edit these materials. PlainPages.org is a web portal with transparent pricing where such professionals can upload health related documents for plain language assessment and editing. After they uploading a document, a quote is returned with specific pricing and a guaranteed return date. PlainPages.org provides its affordable plain language services through the UAMS Center for Health Literacy Plain Language Program.

MISSION STATEMENT

The mission of plain pages and the UAMS Center for Health Literacy is to improve individual, provider, systems and community health literacy at the local, state, and national levels in order to improve health outcomes and population health.



PURPOSE

The purpose of plainpages.org portal is to:

1. Address the need for plain language services that assess and edit written health materials;
2. Provide reduced plain language services by simultaneously supplementing the work of the plain language training program;
3. Create a plain language service that provides a transparent pricing structure.



PROJECT DESCRIPTION



How it works:

1. A health- related document is uploaded for assessment and/or revisions
2. A quote based on our transparent pricing is given
3. Documents are assessed and edited
4. The documents are returned with an assessment and suggested edits

DEVELOPMENT

Year	Milestone	# of staff	# of students	# pages edited
2012	-Est. Health Literacy Program at UAMS -Piloted plain language project	1	3	20
2013	-Created Plain Language Program at UAMS Regional Programs	2	3	150
2014	-Est. UAMS Center for Health Literacy -Expanded the Plain Language Program	7	10	480
2015	-Plainpages.org launch	8	7	TBD

PLAIN LANGUAGE PROGRAM

Plainpages.org staff supervises UAMS graduate students in assessing and editing documents. Students participate as a part of the Plain Language Program. By allowing students to assess and edit documents, the benefits are multifold. Pricing is low and transparent, students receive academic credit in their respective academic programs, and the need for more health professionals with skills in health literacy and plain language is met. By training graduate students, the Plain Language Training Program builds a future workforce of health professionals with these skills. These students, from a variety of backgrounds, programs, and disciplines, will take these new skills with them into the field after they graduate, addressing health literacy across many disciplines and areas of health throughout the state and beyond.

OUTCOMES/IMPACT

PlainPages.org will provide health professionals across the US access to affordable plain language services. Hundreds of pages of written health information will be improved for dissemination to patients and the public for better understanding. PlainPages.org will improve written health information for health professionals, patients, and the public, making it easier for people to understand what they need to do to be healthier.

PARTNERS

- 12th Street Health and Wellness Center
- Arkansas Advocates for Children and Families
- Arkansas Cancer Coalition
- Arkansas Children's Hospital
- Arkansas Department of Health
- Arkansas Foundation for Medical Care
- Arkansas Injury Prevention Center
- AR Society of Public Health Educators
- Community Health Centers of Arkansas
- March of Dimes Arkansas Chapter
- Oleen Pinnacle Healthcare Consulting
- Tri-County Rural Health Network
- UAMS/ACH Dept of Genetics
- UAMS College of Health Professions
- UAMS College of Nursing
- UAMS College of Pharmacy
- UAMS College of Public - Health/Health Behavior
- UAMS College of Public Health, Health Policy
- UAMS COM/Family Preventive Medicine
- UAMS Dept. of Urology/Oncology
- UAMS Center for Patients and Families
- UAMS Regional Centers
- UAMS Simulation Technology Center
- UAMS Translational Research Institute

REFERENCES

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