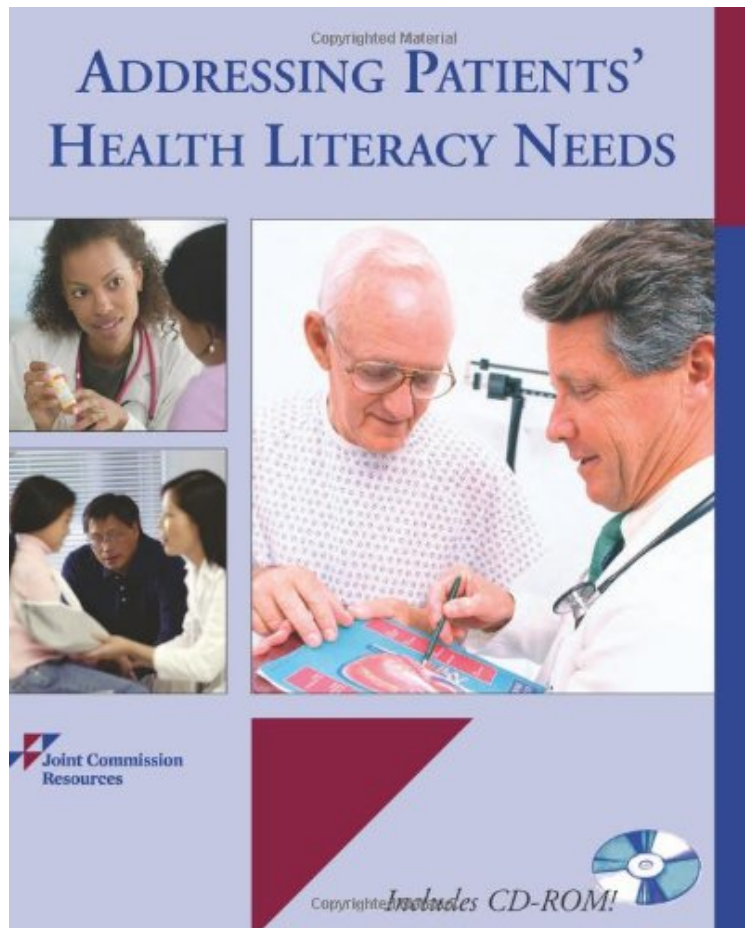


Addressing Patients' Health Literacy Needs

Joint Commission

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Every day, patients experience confusion, frustration, miscommunication, or a preventable adverse event at a doctor's appointment or during a visit to the hospital. Statistics show that a significant number of adverse events can be attributed to low health literacy levels in patients. This new product, Addressing Patients' Health Literacy Needs, addresses health literacy as it impacts patient safety and health care outcomes. This book thoroughly examines the health literacy crisis in the United States and provides techniques and suggestions for assessing and improving the health literacy of patients in health care organizations and bridging the communication gap between physicians and

patients.