

## **Abstract**

Health literacy is a major factor contributing to healthcare disparities in the United States. As so, the purpose of this quality improvement project was to improve health literacy in the surrounding rural communities. While considering different methods to improve health literacy, the idea of providing patient education training to clinic staff was chosen as it would have the largest impact on patient health outcomes. Prior to this project, the participating healthcare organization's formal health literacy education was comprised of a one-page online competency. The project consisted of a health literacy education session for medical staff at the health system's branch clinics. At each of the ten locations, a presentation providing information regarding inadequate health literacy and the impact on patients, methods for assessing patient's health literacy needs, appropriate methods for educating patients, and additional tools and resources for improving their own practice was offered to all staff. The participants were asked to complete a voluntary survey upon completion of the presentation regarding the training and their perception of their patient education abilities. This same survey was sent to the participants 2-3 weeks after the session to determine if the training had improved their ability to provide patient education. The results of the surveys indicated that in-person training was beneficial and brought awareness and rationale for current evidence-based education methods to a subject they have not received adequate training for.