

Monday, April 3 Pre-Summit Activities	
12:00 – 4:00 pm	<b>SHARE Approach</b> Jann Keenan, <i>Institute of Healthcare Advancement; The Keenan Group</i> Michelle Tregear, <i>AFYA, Inc.</i>
4:30 – 6:00 pm	<b>Health Literacy Starter Kit: Basic Information and Resources for the Newcomer</b> Paul Smith, MD <i>Medical Advisor, Wisconsin Health Literacy</i>

Tuesday, April 4 Health Literacy Summit					
7:45 – 8:30 am	Registration and Continental Breakfast				
8:30 – 8:45 am	Welcome				
8:45 – 10:00 am	Keynote/Plenary A <b>The Spirit Catches You and You Fall Down</b> Anne Fadiman <i>Author</i>				
10:00 – 10:15 am	Break with Exhibitors				
10:15 – 11:15 am	Plenary B <b>The Voice of the Patient in Care Delivery</b> Karen N. Drenkard, PhD, RN <i>O'Neil Center, GetWellNetwork, Inc.</i>				
11:30 am – 12:15 pm	The Lunch Bunch: Colleagues Networking and Sharing				
12:15 – 1:00 pm	Lunch Panel <b>"Speaking My Language": The Role of Interpretation in Exceptional Health Care</b> Beth Gaytan, <i>Facilitator</i> ; Anne Plesh, <i>Laura Ortiz</i> ; Jxong Thao				
1:15 – 2:15 pm	Concurrent Breakout Session A				
	<b>Patient/Member Engagement</b> Beyond Plain Language: Strategies to Engage Patients and Improve Outcomes Geri Lynn Baumbblatt Tarah Knaresboro A1	<b>Organizational Planning</b> Getting Started with Health Literacy Improvement Using the Revised AHRQ Universal Precautions Toolkit Cindy Brach A2	<b>Tools &amp; Resources</b> Building Your Own Toolbox: Addressing Health Literacy and Self-Efficacy to Empower Patients Karen Hernes Margaret Carter Richey A3	<b>Literacy and Health</b> Why Healthy Communities Need Adult Basic Education: A Call to Action Iris Feinberg, Maricel Santos A4	<b>Health Literacy Improvement</b> Building Support and Enthusiasm for Health Literacy Helen Osborne A5
	Book Chat: <i>The Spirit Catches You and You Fall Down</i> (by advance registration only)				
	Break with Exhibitors				
2:15- 2:45 pm	Concurrent Breakout Session B				
2:45 – 3:45 pm	Moving from Education to Engagement - Using Hands on Activities to Assess and Build People's Knowledge, Attitudes, Beliefs and Values about Health Susan Reid B1	Strategies for Implementing Health Literacy Practices in Healthcare Organizations: The Key Ingredients Audrey Riffenburgh B2	Health Literacy Resources & Projects to Inform, Engage & Inspire <i>Clarify, Don't Terrify!</i> <i>Utilizing National Library of Medicine Resources for Health Literacy</i> Elizabeth Kiscaden Carolyn Martin <i>Graphic Medicine: A Visual Narrative Approach to Health Literacy</i> Matthew Noe B3	Opening Doors to Health Literacy at Your Library Leslie Gelders B4	Cancer Clear & Simple: A Health Literate, Community-Driven Cancer Education Program Cody Fredrick Mary Ann Schilling B5

4:00 – 5:00 pm	<b>Concurrent Breakout Session C</b>				
	Exceptional Lives: Interactive Online Guides for Parents of Kids with Disabilities Anne Punzak Marcus Julie McKinney  C1	Implementing Health Literacy at Your Organization: Using the Roundtable on Health Literacy as a Resource Melissa G. French  C2	Teaching Teach Back to Facilitate Joint Decision Making Doris Ravotas  C3	A Framework for Converting Adult Learners' Experiences into Health Literacy Curricular Materials Maricel Santos  C4	How Do They Know What to Do If They Don't Understand What You Said? Eight Steps to Better Communication Steven Sparks  C5
5:15 – 7:00 pm	<b>Networking Reception and Poster Presentation (Cash bar)</b>				

Wednesday, April 5					
7:15 – 8:00 am	Continental Breakfast				
8:00 – 8:15 am	Welcome				
8:15 – 9:15 am	Plenary C The Health Literacy Journey: Getting to an Exceptional Health Care Experience Cindy Brach <i>Agency for Healthcare Research &amp; Quality</i>				
9:30 – 10:30 am	Plenary D Convince and Convert: Making the Case for Health Literacy and Implementing It in Your Organization Christopher Trudeau, JD <i>Western Michigan University Thomas M. Cooley Law School</i> Kim Parson, Humana		Plenary E Are You What I Hear? Exploring Unconscious Bias in Health Literacy Winston Wong, MD <i>Kaiser Permanente</i>		
10:30 – 10:45 am	Break with Exhibitors				
10:45 - 11:45 am	Concurrent Breakout Session D				
	Patient/Member Engagement	Organizational Planning	Tools and Resources	Literacy and Health	Health Literacy Improvement
	Smart Use Health Insurance: Empowering Consumers to Use Their Health Insurance Plan Virginia Brown		Make Informed Consent an Informed Choice: Tools from AHRQ Cindy Brach	Connecting with Other Organizations to Address Health Literacy: A Collective Impact Model Dennis Johnson	Communicating with Refugees on Health Kari LaScala Omar Eliwa
	D1		D3	D4	D5
	Up Close with Dr. Winston Wong (D2 - by advance registration only)				
12:00 – 1:00 pm	Lunch				
1:15 - 2:15 pm	Concurrent Breakout Session E				
	Helping Consumers Become More Engaged with Their Health Care and Health Insurance Kari LaScala Stephanie Severs	Do You Have CLAS? Building Infrastructure for Health Literacy in an Academic Medical Center Marina DePablo Katherine Pakieser-Reed	International Health Literacy Association (IHLA): Learn More, Get Involved, Spread the Word Sabrina Kurtz-Rossi Rob Logan	So What Does Health Literacy Mean to You?": Asking Culturally Proficient Questions to Implement Health Literacy Initiatives Virginia Brown R.V. Rikard	Integrating Health Literacy into Practice, A Public Health Approach Using the Newest Vital Sign Krystal Rafenstein Katie Lepak
	E1	E2	E3	E4	E5
2:30 – 3:30 pm	(Closing) Plenary Session F The Power of Ethnodrama Arts: Conveying Health Disparities in Culturally Relevant Ways Anita Woodley (& Surprise Visitors!) <i>Journalist, Producer, Actor, Poet, Mixed-media Folk Artist, Playwright</i>				