

NC IOM TASK FORCE ON HEALTH LITERACY
OCTOBER 17, 2006
NC HOSPITAL ASSOCIATION

AGENDA

10:00-10:15 **WELCOME**

Thomas J. Bacon, DrPH

Co-Chair

Executive Associate Dean & Director

NC Area Health Education Centers Program

L. Allen Dobson, MD

Co-Chair

Assistant Secretary for Health

NC Department of Health and Human Services

10:15-11:00 **INSURERS AND PAYERS: WHAT ROLE CAN THEY PLAY IN IMPROVING COMMUNICATION**

Nancy Henley, MD, MPH, FACP

Medical Director of the North Carolina State Health Plan

11:00-12:00 **QUALITY IMPROVEMENT PROGRAMS**

Meera Kelley, MD

WakeMed Health and Hospitals

Melanie Phelps

NC Medical Society

12:00-12:30 **LUNCH**

12:30-2:00 **BEST PRACTICES IN NORTH CAROLINA**

Sandy Diehl, MPH

Dept. of Health and Behavior and Health Education, UNC-CH
- ESL program

Steve Davis

Green County Health Care
- Outreach services

Mary DeCoster, MPH

Durham County Health Department
- Group education model

Sarah Verbiest, MSW, MPH

UNC Center for Maternal and Infant Health
- Patient Care Navigators

2:00-3:00 **DISCUSSION**