

# Forging New Partnerships: Health Care and Adult ESL Education

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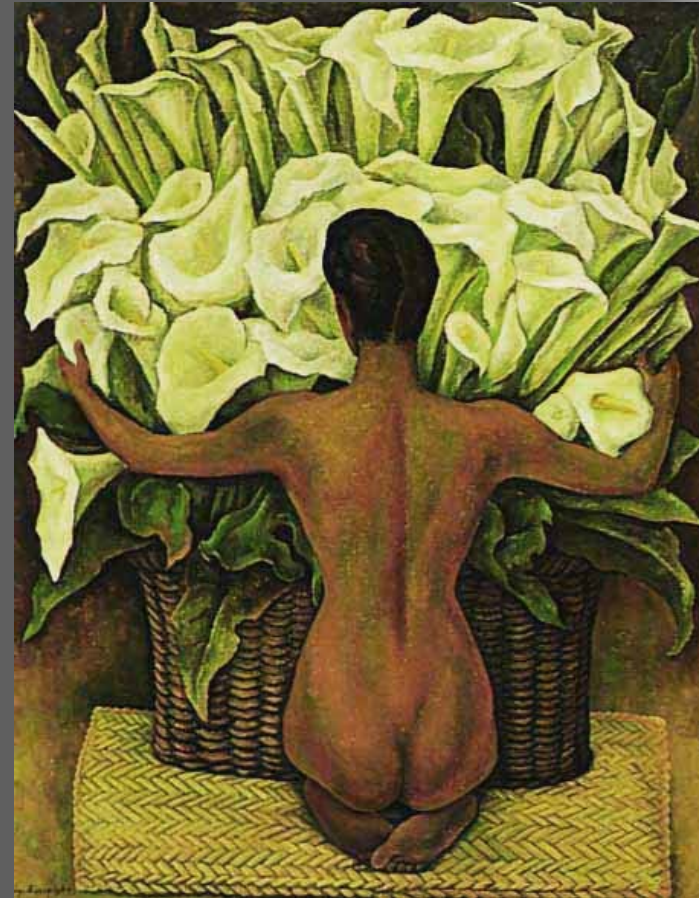


SAN FRANCISCO  
STATE UNIVERSITY

# Health Literacy

"The degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions".

*Healthy People 2010*

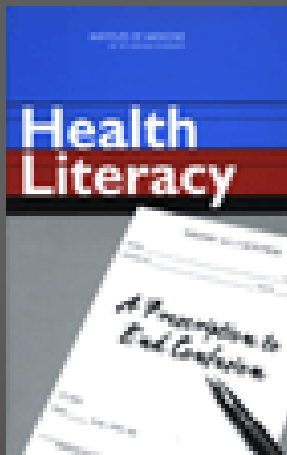




# The context

- 90 million people living in the United States do not understand basic health information
- poor health literacy is "a stronger predictor of a person's health than age, income, employment status, education level, and race" (Report on the Council of Scientific Affairs, Ad Hoc Committee on Health Literacy for the Council on Scientific Affairs, American Medical Association, *JAMA*, Feb 10, 1999)

# Efforts Underway



Ask Me 3 promotes three simple but essential questions that patients should ask their providers in every health care interaction:

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?



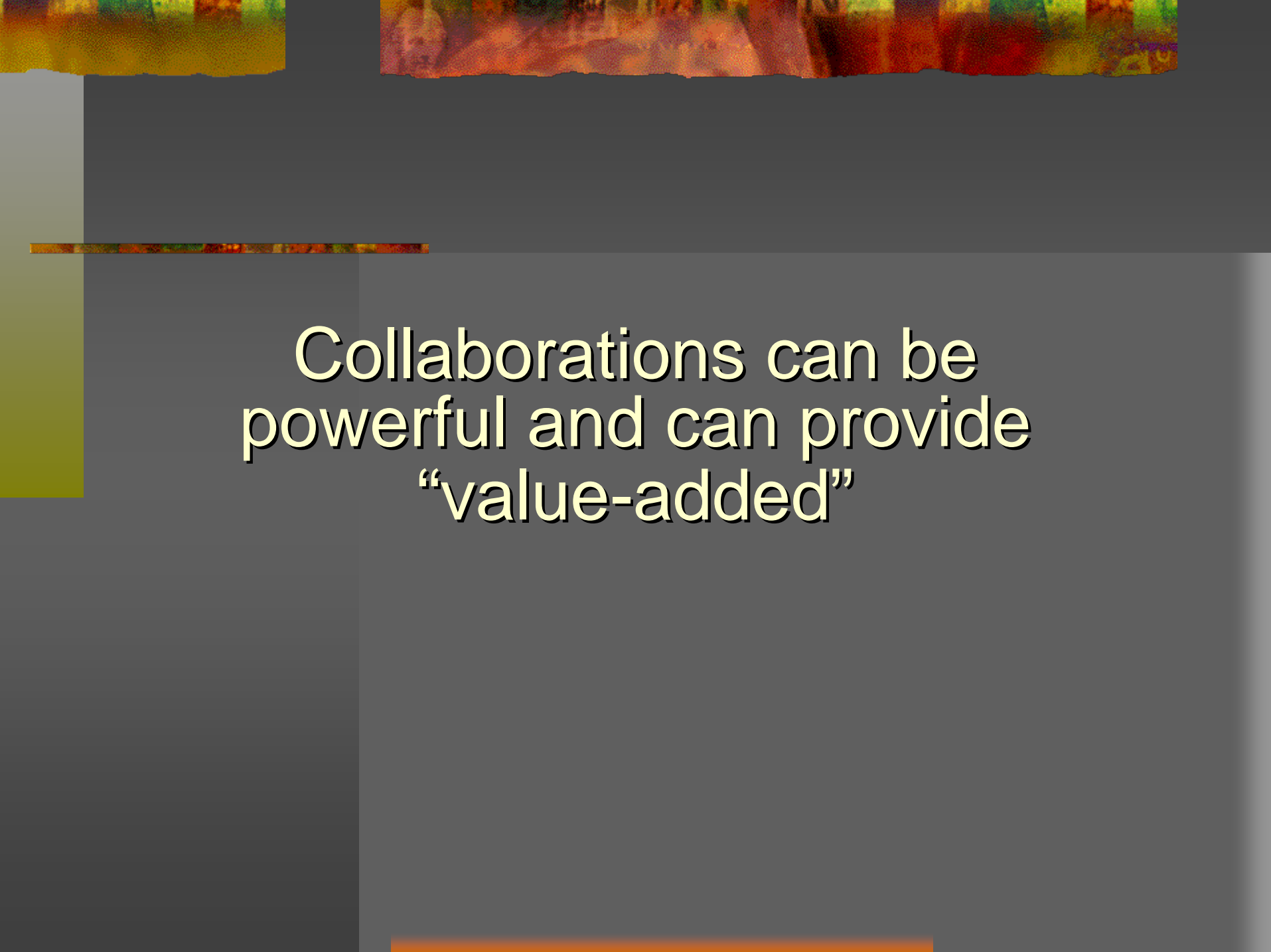
# Immigrants

- 37% of San Francisco population is foreign-born
  - 61% from Asia
  - 21% from Latin America
  - 14% from Europe
- 46% of the SF population speak non-English languages



# Why are we coming together?





Collaborations can be  
powerful and can provide  
“value-added”



# Definition

■ col-lab-o-rate:

1. To work with others.
2. To cooperate with an enemy that has invaded one's country.

Webster's II New Riverside Dictionary





# Collaboration/Partnership

An interdependent,  
mutually beneficial relationship which requires  
regular communication  
and negotiation  
in pursuit of  
common goals.

# Benefit to our communities

- Improve health
- Better services
- Alliances





# Collaborations are Cross-Cultural Relationships

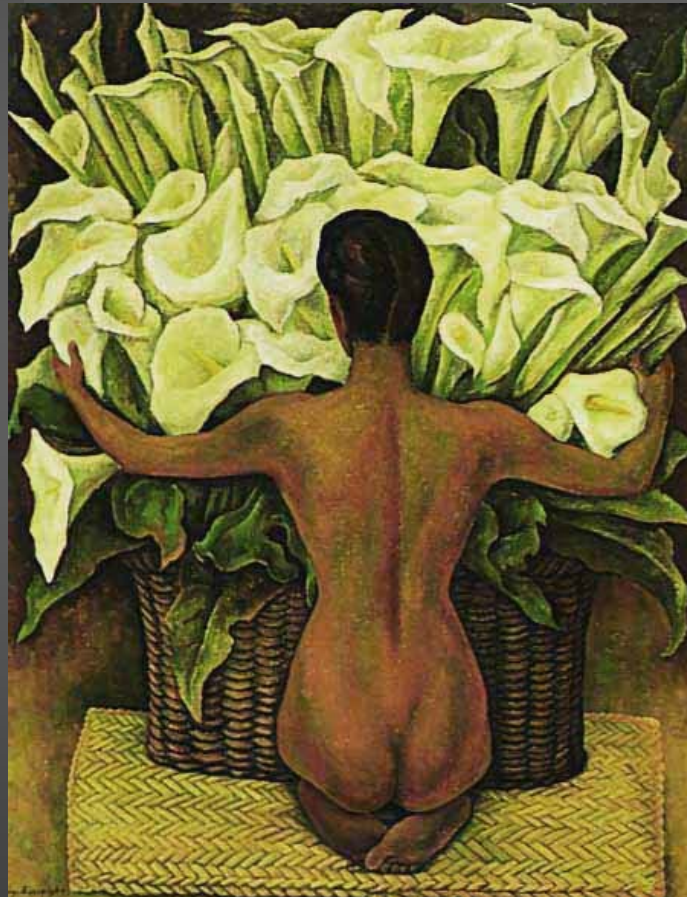
- Language
- Training
- Time/ resources
- Priorities
- Authority figures
- Right/ Wrong
- Definitions of success



# Philosophy

- Make a commitment
- Work from strength
- Teach and be willing to learn
- Reward yourselves
- Expect speed bumps
- Remember - this is about clients
- Pursue quality
- Don't always expect to agree- or disagree
- Recognize distrust/ power imbalances





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