

Applying Anthropology to Promote Health Literacy and Population Health

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Where I Work

I do research at Children's Health System of Texas. We provide medical care and health insurance to thousands of North Texas children. My division has 3 goals:



Improve Patient Experience



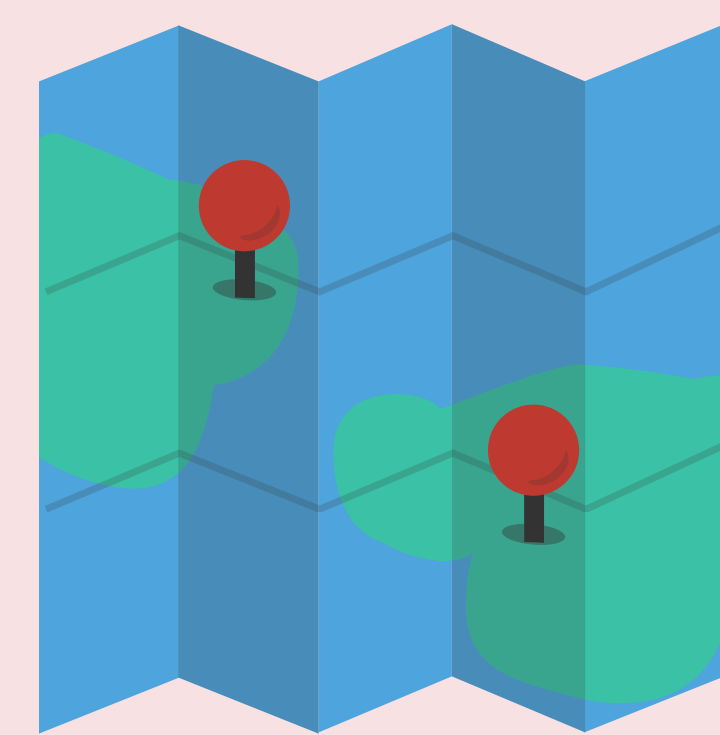
Improve Population Health



Reduce Cost

What I Do

I use anthropology to understand and improve health literacy barriers in our system. My goal is to help families navigate to better health.



I Use Anthropology to...

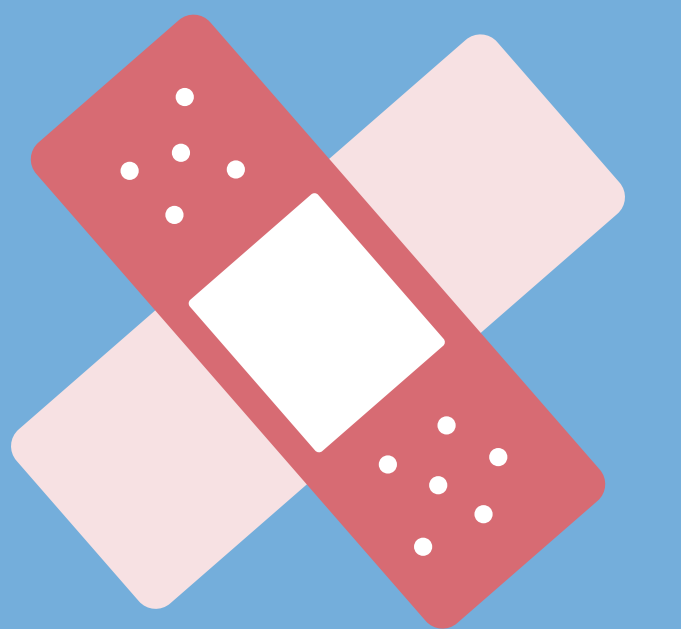
Listen to Patient Experiences

- Interviews, observation, phone calls, chart review
- Identifying needs, developing programs
- Listening: professional competency, not soft skill



Patch Up Communication

- In-depth observation with staff
- The importance of good fieldnotes
- Every patient interaction is cross-cultural!



Prescribe Training

- Research-driven curriculum development
- Doctors have needs too
- Gathering and telling stories



Know the Villages

- Clinics, floors, and teams have culture
- Relationship-driven work
- Anthropology makes it possible



What About Grad School?

I went to grad school to build a strong research skill set. Being able to design studies and conduct fieldwork is essential in my current job.