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www.healthliteracy.com · www.healthliteracyoutloud.org · www.healthliteracymonth.org

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Professional Experience:

- 1996 to present **Health Literacy Consulting, President and Founder**
- Keynoter and workshop leader. Giving health literacy presentations across the U.S and around the world.
 - Plain language writer & editor for a wide range of print and web materials on topics including cancer treatment, smoking cessation, and comparative quality data.
 - Author of:
 - *Health Literacy from A to Z: Practical Ways to Communicate Your Health Message, Second Edition*. Burlington MA: Jones & Bartlett. (2011)
 - *Health Literacy Handbook: The Event Planning Guide for Health Literacy Advocates*. Natick, MA: Health Literacy Consulting (revised, 2015)
 - *Podcasting Guide: A Little About Technology, A Lot About Getting Started* (co-authored with Adam Weiss). Natick, MA: Health Literacy Consulting (2009)
 - *Partnering with Patients To Improve Health Outcomes*. Gaithersburg, MD: Aspen Publishers, Inc. (2002)
 - *Overcoming Communication Barriers in Patient Education*. Gaithersburg, MD: Aspen Publishers, Inc. (2001)
- 2008 to present **Health Literacy Out Loud, Producer and Host**
- Created, produces, and hosts this podcast series of audio interviews with those “in the know” about health literacy. Available at www.healthliteracyoutloud.org
- 1999 to present **Health Literacy Month, Founder and Director**
- Founded and coordinates this global campaign to raise awareness about the importance of understandable health information. Learn more at www.healthliteracymonth.org
- 1999 to 2009 **On Call Magazine, Columnist**
- Magazine published by Boston.com/Monster, a division of Boston Globe Media (ceased publication March 2009). Wrote monthly column about patient education, health communication, and health literacy. Full text of all articles available at www.healthliteracy.com

Occupational Therapist:

1989 - 1998	Carney Hospital	Boston, MA
1983 - 1989	Framingham Union Hospital	Framingham, MA
1981 - 1983	Medfield State Hospital	Medfield, MA
1971 - 1975	V.A. Day Treatment Center	Boston, MA
1970 - 1971	Boston State Hospital	Boston, MA

Over the years and in various clinical and managerial positions, provided occupational therapy services to patients diagnosed with major mental illnesses. Developed multidisciplinary quality improvement initiatives, supervised student interns, and directed extensive psycho-educational program with more than 100 groups each week.

Education:

1978	Boston University	Boston, MA
	Masters in Education, Humanistic and Behavioral Studies	
1970	Tufts University	Medford, MA
	Bachelor of Science, Occupational Therapy	

Professional affiliations:

- AMWA (American Medical Writers Association)
- AMWA-New England (Board Member 2006-2007)
- Center for Plain Language
- NSA (National Speakers Association)
- NSANE (New England chapter of NSA, Board Member 2009-2011)
- PCORI, Member of the Advisory Panel for Communication & Dissemination Research (April 2015-April 2017)

Partial list of clients:

- American Institute for Research (AIR)
- American Academy of Ophthalmology
- Boston Children's Hospital
- Centers for Disease Control and Prevention (CDC)
- Consumer Reports
- CVS Caremark Corporation
- Department of Veterans Affairs
- HELP: Health Education Library for People (Mumbai, India)
- Institute for Healthcare Improvement (IHI)
- InJoy Birth & Parenting, Inc.
- Massachusetts Health Quality Partnership (MHQP)
- National Adult Literacy Agency (Dublin, Ireland)
- National Cancer Institute (NCI)
- Ophthalmic Mutual Insurance Company
- United Hospital Fund

Partial list of awards:

- 2012. Recipient of Honorable Mention in AMWA (American Medical Writers Association) 2012 Medical Book Award in the Non-Physicians category. For *Health Literacy from A to Z: Practical Ways to Communicate Your Health Message, Second Edition*.
- 2012. Winner of the Neil Duanne Award of Distinction (highest honor). From the New England chapter of AMWA. For *Health Literacy from A to Z: Practical Ways to Communicate Your Health Message, Second Edition*.
- 2012. Winner of the Will Solimene Award for excellence in biomedical communication from the New England chapter of AMWA. For *Health Literacy from A to Z: Practical Ways to Communicate Your Health Message, Second Edition*.
- 2012. TEDMED 2012. Invited to participate as a Challenge Advocate, championing the cause of "Making Informed Choice Work Better."
- 2010. ClearMark Award of Excellence from the Center for Plain Language for the NCI booklet, *Eating Hints: Before, During, and After Cancer Treatment*.
- 2010, 2008, 2006, 2005, 2004. Recipient of gold and honorable mention Plain Language awards from the National Institutes of Health. This is for work on consumer booklets published by the National Cancer Institute, including: *Eating Hints: Before, During, and After Cancer; Radiation and You; Chemotherapy and You; Surgery Choices for Women with Early Stage Breast Cancer*.