

# *Health Policy Newsletter*

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Letter to the Editor:

Health Literacy

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## Letter to the Editor:

### On the Trilogy of Woe

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Dr. Nash,

Thanks for continuing to send me your Health Policy Newsletter. I always find the articles interesting as they apply to the improving quality in health care. The article concerning health literacy does support the idea that all of the quality initiatives will not be effective unless the patient can understand what to do. If I was leading a project to improve health literacy, I would find six people who have to communicate with the marginally literate daily and form a team with the objective of developing effective communication techniques for these marginally literate patients. The key to this project is finding the right six people who work daily under difficult conditions in trying to communicate with the marginally literate.

**Bob Marquis**

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