

District Best Practices Session 1: Thursday, October 8, 10:15 – 11:45 am

Session A Title: Building More Health Literate Communities: The Healthcare District's Role

Time: 10:15 – 11:00 am

Location: San Carlos 1

Presenters: Nadia Farjood Campillo, Board Member, Grossmont Healthcare District & Amy Abrams, Former Chief Community Health Officer, Grossmont Healthcare District

Session Description: Health literacy refers to the ability to find, understand, and use information and services to inform one's health-related choices, yet approximately one-third of American adults rate "basic" or "below basic" in these skills. Low health literacy can contribute to the spread of health misinformation, difficulty navigating and accessing healthcare, and poor health outcomes.

For more than 20 years, Grossmont Healthcare District has operated a public Health & Wellness Library, providing access to reliable health information in a variety of physical and digital formats, along with trained staff who help community members find the information, support, and resources they need.

Join us to learn why health literacy matters to healthcare districts, explore the key attributes of health-literate organizations, and discover communication guidelines that promote clarity, confirm understanding, and support informed decision-making. Attendees will also gain strategies for community education on important issues, including locating high-quality health information and accessing appropriate medical and mental health resources.



Nadia Farjood Campillo is an attorney, community advocate and member of the Grossmont Healthcare District Board of Directors. Elected in 2024 as the District's youngest Director, she has championed a historic \$4 million investment in community health grants and initiatives to increase transparency, accountability and public access. An experienced healthcare attorney, Nadia has advised hospitals on regulatory matters and worked to protect patients from high healthcare costs. Her extensive public service includes the San Diego County Commission on the Status of Women and Girls and several nonprofit boards. Nadia is a graduate of Harvard College and Harvard Law School and currently practices at Wilson Turner Kosmo.



Amy Abrams holds a joint Master of Social Work and Master of Public Health and a Master of Library and Information Science. She spent her early career working with older adults with physical and cognitive disabilities and their caregivers, where she developed a passion for health literacy and helping people locate, evaluate and use health information. Amy served for four years as Chief Community Health Officer of the Grossmont Healthcare District, where she oversaw operations of the District's innovative Health & Wellness Library. She was recently named a Health & Human Services Agency Public Health Champion by the County of San Diego for her commitment to improving services for the region's aging and disabled communities.