

# The Health Literacy & Plain Language Resource Guide Second Edition



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# Foreword

Today, unity is more important than ever – yet health literacy disparities create unequal access to navigate our health system, prevent U.S. from making informed health decisions, and leave U.S. feeling less empowered. Traditional health literacy solutions focus on doctor-patient interactions.

Yet, I challenge each of U.S. working in health care, regardless of setting, to step up and identify one specific action you can do to address the health literacy challenge. Health care consumers manage the majority of their health outside the doctor’s offices – so what can we do as pharmacists, nurses, insurers, researchers, policy makers, patient advocates, and pharmaceutical companies to positively impact change?

I believe the first step is to work together, a task that will have a much greater impact than working in silos. Regardless of our focus, we all share a common goal: to improve population health and health literacy– one consumer at a time. In my own work, I see the impact of collaboration – across my company, around the world, and with external partners. In a career highlight, a cross-functional global group positively impacted specific policy guidance in Europe to enhance and reflect numeracy, health literacy, user testing, and readability. As I have learned, change takes time and requires dedication and optimism in the face of setbacks - but it is possible.

Beyond our work, each of U.S. has struggled at one time or another to understand and use health information – because of emotion or illness, poor communication by a provider, cultural barriers, or a combination of all of these. Many of U.S. are caregivers, and because of our health care connection, we are called upon frequently for medical advice. How can we as friends, parents, daughters and sons, nieces and nephews, and grandchildren model health literacy in our own communications with loved ones? We must listen to each person’s unique story, meet them where they are, and work together to enable informed choice and decision making.

One person at a time, we must commit to making a difference. Health literacy is at its best when we embrace diverse views, work inclusively, and together tackle health literacy challenges.

It is easy to say that health literacy is a system issue, and that one person is unable to significantly impact the system. I challenge this notion – and commend you for taking the time to learn more by reading the Health Literacy & Plain Language Resource Guide, Second Edition. I believe if we all work together, we can make a positive impact.

Laurie Myers,  
Global Health Literacy Director  
Merck & Co., Inc.



# How to Use this Guide

Welcome to Health Literacy Innovations'  
Health Literacy & Plain Language Resource Guide Second Edition

## This Guide is Divided into Three Sections:

### 1. Introduction:

This section offers background information to help the readers understand the basics of literacy, health literacy, and plain language.

### 2. Health Literacy Resources:

Up-to-date look at resources--guides, research documents, sample programs, technology and other information--gleaned from around the globe to help you to implement health literacy strategies.

### 3. Health literacy information with a unique focus that includes patient education for specific conditions, health literacy funding sources, videos, books and more.

## The Guide Format:

- Most resources have a brief description that explains content.
- Each resource title is a link and it will take you to resource when you click on it.
- While we have made every effort to keep our resources fresh, things change rapidly. If a link doesn't work, please search for the reference's title using your preferred search engine.
- We have made all efforts to include what is available, but if a resource is not included, please contact U.S. to include it in the next issue.

To contact Health Literacy Innovations go to:  
[info@HealthLiteracyInnovations.com](mailto:info@HealthLiteracyInnovations.com)



# About the Health Literacy Advisor Software

The Health Literacy Advisor (HLA) is the nation's first interactive health literacy software tool. As a powerful software tool, it helps to improve readability of documents using plain language principles.

## The HLA helps users to:

### Assess documents:

- Uses nine English and six Spanish electronic readability indices to score document grade level (the reading level).
- Highlights words that are hard-to-read and to understand.
- Flags long words and long sentences
- Uses the REDA-ReadsEasy Document Assessment™, a tool to evaluate the suitability of document (principles of plain language).

### Edit documents:

- Suggests plain language alternatives to replace words that compromise clarity
- Includes a database of words and terms with medical, health insurance, and medication terms, among others.

### Grade documents using accurate scores:

The HLA ignores:

- phone numbers
- URLs
- headings
- bullets

### Save time:

- Stamps reading score results in the document
- Eliminates the need for Internet searches to find plain language alternatives
- Rewards writers for achieving their desired grade reading level or below with the ReadsEasy™ stamp on the document
- Provides an HLA "style guide," that offers tips and tricks for ease and use of the HLA

The HLA was created for the health care industry, but works great on non-health documents, too.

For more information visit:  
[www.HealthLiteracyInnovations.com](http://www.HealthLiteracyInnovations.com)  
or call 301-230-4966

Health Literacy  
Advisor™



## A Word from the Author

We have come a long way to address health literacy. Today, more than ever, health literacy is getting the attention it needs.

There is more global awareness, activities, programs and initiatives, all of which are targeted to the diverse health care industry. More health professionals, government officials and community advocates are taking a claim in health literacy and making their mark. Research studies and protocols prove now more than ever that effective strategies can improve health literacy and patient engagement.

Yet, in spite of our progress, we are far from done. Constantly emerging technology, such as electronic health records and other new options may further confuse consumers. Multicultural and multilingual audiences continue to grow and present new challenges. The continued emphasis on consumer engagement and patient-centric health care puts even greater pressure and demands on the consumer.

### Health Literacy Innovations' Response:

Health Literacy Innovation is a privately-held company that creates tools to enhance health literacy. With more than a decade of experience serving the health care industry, we understand consumer needs and the health literacy challenges they face. We are committed to help professionals serve low health literacy consumers. Our dedication to health literacy is both broad and strong.

We are proud to share an updated version of the Health Literacy & Plain Language Resource Guide, Second Edition. We hope it will help users feel empowered to continue the crucial health literacy work. We trust this guide will help all health literacy champions access the wealth of resources available nationally and internationally.

We believe that if we improve our skills in health literacy, we can help consumers become healthier, be in better control of their health, prevent hospitalizations, or simply to help them understand their health care information.

We can think of no better investment for today's health care consumers. And finally, great thanks to Aileen Kantor for her tireless health literacy and editorial review.

Aracely Rosales,  
Chief Content Expert and Multilingual Director  
Health Literacy Innovations



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# Introduction Section

## About Health Literacy

### What is Health Literacy?

There are many different definitions of health literacy. In following the rules of plain language, and in our very simplest terms, health literacy is:

*A consumer's ability to find, read, evaluate, understand, communicate and use basic health information and services.*

### Consumers have low health literacy when they:

- do not understand what their doctor or health professional says
- have limited skills to read and comprehend instructions from doctors, medicine bottles, appointment slips
- cannot understand or complete health forms
- feel lost in the health care system that can be confusing and hard to navigate

### Who is Affected by Low Health Literacy?

The U.S. 2003 National Assessment of Adult Literacy (NAAL), shows that limited health literacy affects some groups more than others, such as:

- the elderly
- those with limited education
- members of minority groups who do not speak English as their first language
- the poor
- the uninsured

### Still, even good readers may face low health literacy skills when they:

- are unfamiliar with medical terms and how the body works
- are diagnosed with a serious disease and feel scared and confused
- have disabilities that make it hard to easily access the health care services





## How Serious is the Low Health Literacy Problem?

### Low health literacy is an international challenge

Current research reveals:

- In the U.S. alone, **36%** (close to 77 million) adults have “low health literacy.”
- In Canada, **six in ten adults** do not have the skills needed to manage their health care well.
- In Europe, one study showed that:
  - **35% of all** respondents had low health literacy



## How Does Low Health Literacy Affects Us?

### Low health literacy is linked to:

- low quality of care
- high health care costs
- poor health outcomes
- increased health disparities

### People with low health literacy are less able to:

- share health history, with providers
- use preventive services, such as early disease screenings
- manage a chronic health problem, such as diabetes or high blood pressure

### Even worse, people with low health literacy:

- use more emergency services
- are hospitalized more
- are readmitted to the hospital over and over
- have a hard time understanding numbers, such as cholesterol and blood sugar levels, and medication amounts
- die earlier



## What Has Been Done in Health Literacy so Far?

### We have come a long way

Today there are implementation plans, guides, programs and initiatives. There is also research, that reveal the magnitude of low health literacy and how it affects populations around the globe.

### Current research data shows that health literacy depends on:

- communication skills of consumers and professionals
- culture of the patient and health provider
- how the consumer interfaces with the complexity of their health care system
- demands of the situation, context and knowledge of health

We know now that skills of people with low health literacy are challenged by the complex health care system and the communications skills of providers.

### Many instruments had been developed

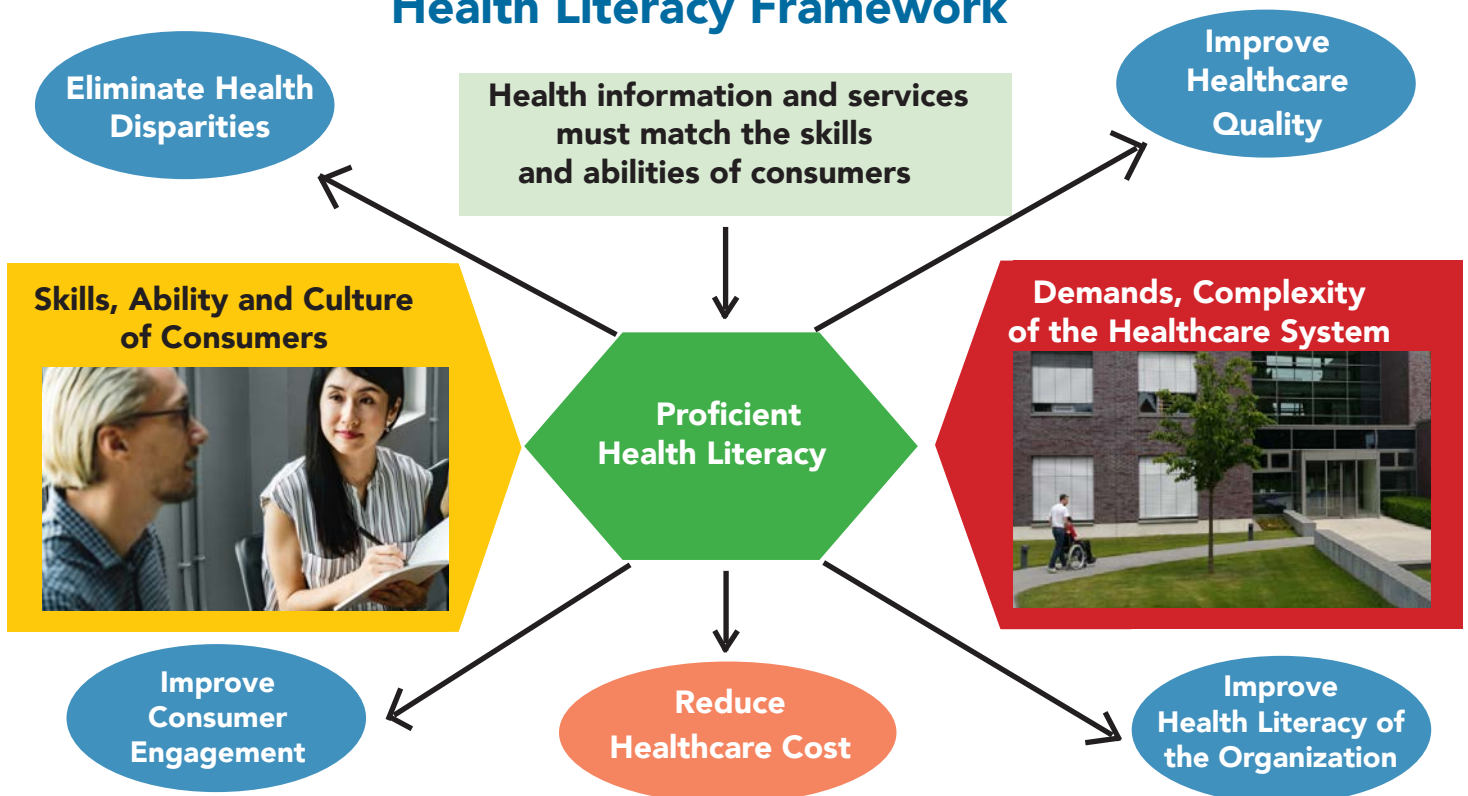
There are many tools to measure health literacy. Yet, many of these instruments focus on the consumer—how people perform certain tasks by reading materials. Other instruments measure the consumer's experience with the health care system.

But what most research neglects to measure is the really important stuff—the complexity of the system.

We need to put more emphasis on measuring:

- the communication skills of the health provider
- the ease or difficulty of using the health care system
- the ease or difficulty of consumer health information
- the effectiveness of policies and strategies

## Health Literacy Framework



# Responding to the Health Literacy Challenge

## How Can Health Providers Respond to the Low Health Literacy Problem?

### 1. Become aware of the problem:

- Learn about low health literacy as a serious and growing public health issue
- Accept that low health literacy affects health care quality, safety, and equity

### 2. Be a savvy health care provider and understand that low health literacy is invisible:

- Recognize the signs of low health literacy and look for a consumer who:
  - gives excuses to fill out forms, such as “I forgot my glasses”
  - does not follow treatment the right way
  - frequently misses appointments or does not return for care
  - fails to follow through with tests or referrals
  - has frequent hospitalizations

### 3. Apply the health literacy universal precautions:

- Assume that all consumers have low literacy skills
- Communicate in ways that anyone can understand:
  - Focus only on “need-to-know” and “need-to-do”
  - Use plain, non-medical language
  - Use the “Teach-Back” method
  - Demonstrate and show how things are done
- Repeat information
- Encourage questions



## How Can Institutions Respond to Health Literacy?

### Establish an organization that:

- has health literacy leadership and policies
- integrates health literacy into all activities
- implements health literacy policies and processes
- supports and trains staff to become health literate
- uses health literacy experts when developing materials
- uses state-of-the-art technology to evaluate materials
- incorporates health literacy in emergency or crisis events

### Establish an organization that meets the needs of the population served:

- distribute print, audiovisual, and social media information consumers can understand and act on
- include consumers and community into planning, assessment, and evaluation
- provide easy access to services and navigation assistance
- communicate clear information about available health services and their costs

## What Can We All Do to Improve Health Literacy?

Health literacy is not a new issue. Some health providers are making great progress to conquer low health literacy, while others are unaware of this issue. As a global health community, there is much more to be done.

### **Become a health literacy champion in your organization:**

- raise awareness about health literacy
- communicate in ways that patients can understand
- facilitate access to easy-to-navigate health services
- create information that consumers can act on and follow through
- create a patient-centric environment that includes family engagement and shared decision making

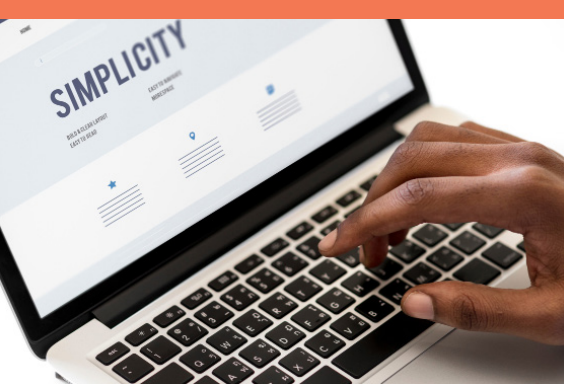
### **Health literacy champions need to work on health literacy to:**

- improve the quality and safety of care
- improve patient health outcomes
- reduce health care cost
- enhance consumer loyalty and trust
- remain up-to-date with patient-centered care
- enhance health equity

## Health Literacy Change is Doable!

Our work is not a one-time thing, but continues now and into the future. It is our responsibility to make sure consumer abilities match the demands and complexity of the health care system. Only then are we helping consumers to achieve proficient health literacy.





## About Plain Language

Plain language is a technique to write clear and to the point. It is also a strategy we can use to improve health literacy. In this section you will find plain language initiatives, articles, reports, tools and examples of organizations implementing programs in plain language.

### [AHRO Plain Language](#)

The Agency for Healthcare Research and Quality's plain language web page.

- Source: Agency for Healthcare Research and Quality (AHRQ)

### [Agency for Persons with Disabilities \(APD\)](#)

Florida's Agency for Persons with Disabilities (APD) plain language initiative, which requires the translation of information into plain language.

- Source: myflorida.com

### [Clarity](#)

A worldwide network of professionals promoting plain legal language in the legal field.

- Source: Clarity International.

### [Center for Plain Language](#)

A plain language member-based organization of website academia, government, private sector and others.

- Source: Center for Plain Language

### [Communicating Health Information and Improving Health Literacy](#)

An HHS paper that discusses why plain language is important for communicating health information and improving health literacy.

- Source: U.S. Office of Disease Prevention and Health Promotion

### [Considering Plain Language](#)

A report that reviews the literature on plain language in Australia, the UK and the USA since the early 1960s.

- Source: Emerald Insight

### [Department of Health and Human Services Plain Writing Act Compliance Report May 2015](#)

An HHS report regarding compliance with the Plain Language Writing Act of 2010.

- Source: Department of Health and Human Services

### ["Department of Children and Families --Plain Language Guide- Florida"](#)

A book of tips and guidelines on how to write clear language. It includes a copy of the State of Florida Office of the Governor Executive Order Number 07-01 on plain language.

- Source: Department of Children and Families State of Florida

### [Easy-to-Read NYC Guidelines for Clear and Effective Communication](#)

Nine specific health literacy guidelines created by the New York City government to help communicators write in plain language.

- Source: Government of New York City

### [FAA Plain Language](#)

A website for employees of the Federal Aviation Administration (FAA) plain language website to learn how to write plain English documents.

- Source: Federal Administration Aviation

### [Federal Plain Language Guidelines](#)

The guidelines for federal employees dedicated to the idea that citizens deserve clear communications from government.

- Source: PlainLanguage.gov

### Florida Government's Plain Language "Executive Order Number 07=01"

The state of Florida's plain language order, which requires the government information to be in plain language.

- Source: State of Florida Governor Documents

### Plain Language-GSA

A website for the General Service Administration's employees dedicated to plain language.

- Source: [www.gsa.gov](http://www.gsa.gov)

### Oregon — State Agency Required to Prepare Public Writings in Readable form 2017 ORS 183.750<sup>1</sup>

Oregon state plain language law

- Source: Oregon Law

### Plain Writing Examples

A webpage containing before and after samples.

- Source: U.S. National Archives

### Plain Language Tools

The Office of the Federal Register (OFR) resource on plain language tools.

- Source: The U.S. National Archives and Records

### Plain English, Please? Health Literacy's Rising Prominence

An article about the use of plain language for developing health materials and the software that helps—the Health Literacy Advisor

- Source: Healthcare Informatics

### International Seminar on Language and Journalism: Plain language, a 21st century Challenge

Summary report on the 10th International Seminar on Language and Journalism held in Spain.

- Source: [BBVA.com](http://BBVA.com)

### Plain Language for Patient Education

An article highlighting the importance of using plain language techniques as a solution to low health literacy when creating patient education materials.

- Source: [Tandfonline.com](http://Tandfonline.com)

### Three Plain Language Tools

"Write for Your Reader," "Plain Language Audit Tool," and "Putting Plain Language Into Practice."

- Source: North West Territory Literacy Council, Canada

### Plain Language: A promising Strategy for Clearly Communicating Plain Language

A report that shows how plain language helps adults understand health information.

- Source: U.S. Department of Health and Human Services

### Plain Writing—Center for Medicare Medicare's plain language guidance.

- Source: [Medicare.gov](http://Medicare.gov)

### Plain Language Legal Writing: Part I

A summary paper about plain language legal writing.

- Source: The Canadian Bar Association



### Plain Writing at the National Archives

A website that includes several resources—tips, check lists, webinars, for government agencies implementing plain language.

- Source: The U.S. National Archives and Records Administration

### Plain Language and Culture (PLC) Foundation

An organization, that promotes and supports plain language and health literacy leadership in all fields. It also provides advocacy, training, materials development and translation services focused on diverse audiences.

- Source: Plain Language and Culture (PLC)

### PlainLanguage.gov

The “official” plain language resource website developed by the Plain Language Action and Information Network (PLAIN).

- Source: Plain Language Action and Information Network and General Services Administration

### Plain English? A Study of Plain English Vocabulary and International Audiences

An article describing international and multicultural issues to consider when writing for non-native speakers of English.

- Source: [www.aviationenglishclasses.com](http://www.aviationenglishclasses.com)

### Plain Language Principles and Thesaurus for Making HIPAA Privacy Notices More Readable

Guidelines to make HIPAA privacy notices clear.

- Source: Healthcare Compliance Expert

### “SSA Plain Writing Implementation Plan”

An example of a simple action plan to implement plain language.

- Source: Social Security Administration

### “Plain Language: A Strategic Response to the Health Literacy Challenge”

An article about using plain language to improve health communication for organizations addressing health literacy.

- Source: NCBI - National Libraries of Medicine

### Plain Language Writing Tips

A guide for government employees to learn how to write plain English documents.

- Source: The U.S. National Archives and Records Administration

### Plain English Campaign

A United Kingdom resource about plain language and the plain language mark.

- Source: Plain English Campaign

### “Plain Language: A Handbook for Writers in the U.S. Federal Government”

A plain language handbook for federal government writers.

- Source: U.S. Securities and Exchange Commission

### Plain Language: A Commitment to Writing You Can Understand

The U. S. Department of Energy plain language website describing the initiative of the U.S. department of Energy.

- Source: [www.energy.gov](http://www.energy.gov)



### International Plain Language Day

An organization formed to celebrate plain language day on October 13 of each year.

- Source: [lplainday.org](http://lplainday.org)

### NIH Plain Language Initiative

An NIH initiative, which requires the use of plain language in government-produced documents written for the public.

- Source: National Institutes of Health

### The Plain Language Association International

An international group providing plain language articles, writing tutorials, resources, news, professional support, and an annual international conference.

- Source: The Plain Language Association

### The Plain English Movement

A short history of plain language.

- Source: [Languageandlaw.org](http://Languageandlaw.org)

### Use “Plain Language” to Improve your Writing

A one-page document with 10 guidelines for writing in plain language.

- Source: Oregon Government

### U.S. Department of Education Plain Writing

The U.S. Department of Education plain language website describing the plain language initiative of the U.S. Department of Education.

- Source: U.S. Department of Education

### The Department of Veteran’s Affairs Plain Language Initiative

The U.S. Department of Veteran’s Affairs website with plain language resources.

- Source: Department of Veterans Affairs

### “2016 U.S. Government Plain Language Writing Index Report”

A report ranking federal agency websites for implementation of the plain language requirements.

- Source: [VisibleThread.com](http://VisibleThread.com)

### Writing with Web Accessibility in Mind

Guidelines for writing web content in plain language including tips for general web design.

- Source: Stanford University







## Just Literacy

Resources about general adult literacy and health literacy levels in U.S. and internationally.

### "A First Look at the Literacy of America's Adults in the 21st Century"

A report about the 2003 National Assessment of Adult Literacy (NAAL), a measure of English literacy in American adults. Results are reported in terms of scaled score averages and literacy levels on three literacy scales: prose, document, and quantitative.

- Source: [www.yumpu.com](http://www.yumpu.com)

### National Literacy Directory

A national database of literacy programs.

- Source: America's Literacy Directory

### CASAS (Comprehensive Adult Student Assessment System)– Adult Literacy Estimates

An online resource of literacy of adult results by location (i.e. state, county), and census data, education, ethnicity, employment, etc.

- Source: <https://www.casas.org>

### "Adult Literacy in Canada 2017"

A report on adult literacy in Canada.

- Source: <http://www.calgarylearns.com>

### Florida Literacy Coalition

A statewide organization and the host of Florida's State Literacy Resource Center to support literacy providers throughout Florida.

- Source: [Literacyworldwide.org](http://Literacyworldwide.org)

### Foundation for Impact on Literacy and Learning

Formerly known as the USA TODAY Charitable Foundation, this organization develops a cross curricular educational programs and resources for schools since 2003. The foundation operates as a supporting foundation to the International Literacy Association.

- Source: Foundation for Impact on Literacy and Learning, Inc.

### International Literacy Association

An advocacy and membership organization of literacy educators, researchers, and experts across 78 countries.

- Source: ProLiteracy

### "Empowerment Health Education in Adult Literacy: A Guide for Public Health and Adult Literacy Practitioners, Policy Makers and Funders"

Results from a two-year research project of health education and promotion with low literacy audiences and the relationship between the two.

- Source: ERIC: National Adult Literacy Database

### Literacytools.ie

A website with print and online literacy exercises in several topics

- Source: The Irish NALA

### Literacy

An article about literacy, its definition, measurements and impact worldwide.

- Source: Our World in Data

### List of Countries by Literacy Rate

A Wikipedia page with a list of countries rated by literacy level by the Institute for Statistics (UIS) on behalf of UNESCO and with 2015 estimates based on people aged 15 or over who can read and write.

- Source: Wikipedia

### National Coalition for Literacy

A national group of organizations and advocates dedicated to advancing adult education, family literacy, and English language acquisition in the U.S.

- Source: National Coalition for Literacy

### National Center for Education Statistics

An agency that is part of the U.S. Department of Education, which provides evidence-based resources, education practices, funding opportunities in education, literacy and policy data to educators, parents, policymakers, researchers, and the public.

- Source: Institute of Education Sciences

### NALA

An Irish organization committed to making sure people with literacy and numeracy difficulties have access to learning opportunities that meet their needs.

- Source: National Adult Literacy Agency

### ProLiteracy Worldwide & ProLiteracy America

A non-profit membership organization for both adult educators and learners with national and international literacy resources.

- Source: ProLiteracy Worldwide/ProLiteracy America

### UNICEF Literacy Data

An article showing the changes in literacy rates and trends among youth (aged 15 to 24) and adults globally.

- Source: UNICEF

### United States Report for the International Assessment of Adult Competencies (PIAAC)

The U.S. report on the survey to assess and compare the basic skills and the broad range of competencies of adults around the world. PIAAC.

- Source: Institute of Education Sciences National Center for Education Statistics and the Organization for Economic Co-operation and Development

### “International Survey of Adult Skills (PIAAC)”

A survey to assess and compare the basic skills and the broad range of competencies of adults around the world.

- Source: Institute of Education Sciences National Center for Education Statistics and the Organization for Economic Co-operation and Development

### Word Literacy Foundation

A not-for-profit organization working to empower people through literacy.

- Source: Word Literacy Foundation

### UNESCO — Literacy

The UNESCO Institute for Statistics website with articles and literacy statistics around the world.

- Source: UNESCO Institute of Statistics



# Adult Education, Education and Health Literacy

This section offers reports, curricula and programs of adult literacy, English as a Second Language (ESL) and general education with a health literacy component.

## “Addressing the Health Literacy Needs of Adult Education Students”

A practitioner’s guide on how to incorporate health literacy into adult education practices.

- Source: Literacy Information and Communications System

## Education and the Health Literacy of Hispanic Immigrants in the United States

### Adult Education and the Health Literacy of Hispanic Immigrants in the United States

A study that assesses the impact of adult education on health literacy.

- Source: [www.researchgate.net](http://www.researchgate.net)

## Empowerment-based Health Literacy Project

A program” to teach adults self-care and other health literacy topics.

- Source: Chicago Citywide Literacy Coalition “Focus on Basics” – Health & Literacy Partnerships Volume 9, Issue B • September 2008

## Health Literacy and Adult English Language

An article about health literacy and the challenges that English as a second language (ESL) students have to learn health literacy.

- Source: CAELA—The Center for Adult English Language Acquisition

## Health Literacy Reference Guide

A reference guide for adult basic education (ABE) and English as second language (ESL) teachers.

- Source: California Adult Literacy Professionals Development Project

## Health & Literacy Partnerships

A publication that presents health and literacy and several partnerships.

- Source: National Center for the Study of Adult Learning and Literacy

## Health Literacy in Adult Basic Education Health Literacy

A website that includes three guides to help professionals implement health literacy within adult basic education.

- Resources: Harvard Health Literacy Studies

## Health Literacy in ABE Resources

A website with resources, guides and plans for implementing health literacy in Adult Basic Education ABE programs.

- Source: Open Door Collective

## Incorporating Health Literacy into Adult Education

An article about incorporating health literacy skills into adult education to improve consumers’ health literacy.

- Source: North Carolina Institute of Medicine

## Incorporating Health Literacy in Education for Socially Disadvantaged Adults

A study that discusses ways that health literacy can be improved through Australian adult education programs.

- Source: International Journal for Equity in Health

## “Learning a Living First Results of the Adult Literacy and Life (ALL) Skills Survey”

A report of adult literacy studies including the International Literacy Study (IALS) and recommendations for professionals, and industries.

- Source: [OECD.org](http://OECD.org)

### National Center for the Study of Adult Learning and Literacy (NCSALL)

Best practices, programs, resources, and research for organizations that serve adults with limited literacy and English language skills.

- Source: National Center for the Study of Adult Learning and Literacy

### Health Literacy—Schools

A website with resources, curriculum and programs to include health literacy skills when educating children, adolescents and young adults.

- Source: Centers for Disease Control and Prevention

### Promoting Health Literacy for Children and Adolescents

An article about why promoting health literacy early in education is important. It also highlights implementation samples of strategies and plans.

- Source: American Academy of Pediatrics

### Reach Higher, America

Recommendations on how to increase the capacity and readiness for better post-secondary education and job training.

- Source: National Commission on Adult Literacy

### Staying Healthy

A curriculum for educators to teach nutrition and wellness to adult students speakers of other languages, such as English as a second language (ESOL).

- Source: Florida Literacy Coalition

### Understanding the Relationship Between Education and Health

An Agency for Healthcare Research and Quality (AHRQ) report that links education and health in an effort to explore the impact on population health, and factors that may contribute to health outcomes.

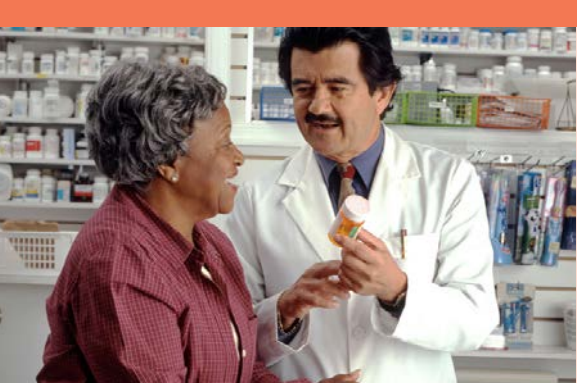
- Source: AHRQ--Agency for Healthcare Research and Quality

### World Education, Inc.

An international organization which focuses on the improvement of the quality of life of the poor through education, health literacy, and development in 20 countries.

- Source: World Education, Inc.





## Introducing Health Literacy

Reports and articles from research studies, conference proceedings, journals, government libraries and journals that examine the problem of low health literacy, its importance, and impact on the health care industry, and patient care.

### Adequate Literacy and Health Literacy: Prerequisites for Informed Health Care Decision Making

An AARP issue brief on health literacy.

- Source: AARP

### America's Health Literacy: Why We Need Accessible Health Information

Key findings and policy implications of the first National Assessment of Adult Literacy (NAAL).

- Source: U. S. Department of Health & Human Services

### Considerations for a New Definition of Health Literacy

An article regarding a new health literacy definition.

- Source: National Academy of Medicine

### Health Literacy: What Is It?

A research article defining health literacy.

- Source: Journal of Health Communication

### Health Literacy Fact Sheets

A series of nine fact sheets for designing patient education materials for consumers with low health literacy skills.

- Source: Centers for Health Care Strategies

### Health Literacy

The health literacy MedLinePlus resource website.

- Source: U.S. National Library of Medicine

### Health Literacy the Solid Facts

A publication that makes the case for policy action to strengthen health literacy.

- Source: World Health Organization

### Health Literacy "Saves Lives. Saves Time. Saves Money." — NIH

National Institutes of Health's health literacy website.

- Source: U.S. Department of Health and Human Services

### Health Literacy

National Library of Medicine's website about the field of health literacy and the role of the librarian.

- Source: U. S. National Library of Medicine

### Health Literacy and Children: Introduction

A paper associating health literacy with children's health.

- Source: American Academy of Pediatrics

### "Health Literacy: A Prescription to End Confusion"

A well-known research report that defines health literacy, the scope of the problem, and obstacles as well as recommendations to enhance health literacy.

- Source: National Academy of Sciences

### Health Literacy: What the Issue Is, What Is Happening, and What Can Be Done

An article that describes the need to address health literacy together with health promotion activities.

- Source: Health Promotion Practice

### Healthy People 2020 Objectives

The Healthy People 2020 Objectives report that focuses on health communication.

- Source: Healthy People 2020 Objectives

### Health Literacy Data Map

A website with an interactive U. S. map to identify areas most affected by low health literacy from the 2010 Census and 2011 American Community Surveys (ACS) summary files.

- Source: The University of North Carolina at Chapel Hill

### Health Literacy & Consumer Health Information: Introduction

An introduction to health literacy and supporting resources for clinicians and consumers.

- Source: Redcliffe and Caboolture Hospitals Health Literacy: Hidden Barriers and Practical Strategies

### Health Literacy: An Update of Medical and Health Literature

History of the field of health literacy and lists national reports

- Source: National Center for the Study of Adult Learning and Literacy (NCSALL)

### Health Literacy to Promote Quality of Care

A report from the American College of Obstetricians and Gynecologists (the College) with recommendations to address health literacy.

- Source: ACOG.org

### Communications and Health Literacy 101

A power point introducing health literacy.

- Source: <https://omed.osteopathic.org>

### “Health Literacy”

An overview of what is health literacy for professionals who produce health information.

- Source: Patient Information Forum

### Infographic: The Facts About Health Literacy

An infographic of health literacy in the U. S. by HealthCare IT News.

- Source: Healthcare It News

### “Just What Did the Doctor Order? Addressing Low Health Literacy in North Carolina”

A report highlighting the problem of low health literacy and best practices in North Carolina.

- Source: The North Carolina Institute of Medicine

### “Literacy and Health Outcomes Report Summary”

An Agency of Healthcare Research and Quality (AHRQ) publication about evidence and assessment of health literacy outcome studies published between 1980 and 2003.

- Source: [Archive.ahrq.gov](http://Archive.ahrq.gov)

### “Literacy and Health In America”

A report which sheds light on the relationship between literacy and health using data from large scale surveys of adult literacy — the National Adult Literacy Survey (NALS), the International Adult Literacy Survey (IALS) and the Health Activities Literacy Scale (HALS).

- Source: Education Testing Services (ETS)

### Making a Business Case for Health Literacy

A report from the Minnesota Health Literacy Partnership.

- Source: [healthliteracymn.org](http://healthliteracymn.org)



**“Navigating Health – the Role of Health Literacy”**  
A “Call-to-Action” for policymakers to make health literacy a component in health policy and research efforts in Europe.

- Source: International Longevity Centre – UK

**“Surgeon General’s Workshop on Improving Health Literacy”**

Proceedings of the Surgeon General’s 2006 Health Literacy Conference.

- Source: NCBI - U.S. National Library of Medicine

**The Agency for Healthcare Research and Quality’s (AHRQ) Health Literacy Website**

A website with health literacy tools and research reports.

- Source: [www.ahrq.gov](http://www.ahrq.gov)

**“The Health Literacy of American’s Adults”**

Results from the 2003 National Assessment of Adult Literacy, which describes the impact of health literacy in the U.S.

- Source: National Center for Education Statistics (NCES)

**Promoting Health Literacy**

A review of literature in health literacy.

- Source: American Medical Informatics Association (JAMIA)

**The Imperative for Learning Health Systems to Address Health Literacy**

A blog article urging health systems to include health literacy in their strategies in order to achieve vision.

- Source: Office of Disease Prevention and Health Promotion

**The Prevalence of Limited Health Literacy**

An NIH literature review about health literacy, its importance, prevalence, and its association with education, ethnicity and age.

- Source: PubMed Central – Journal of General Internal Medicine

**Understanding Health Literacy and its Barriers**

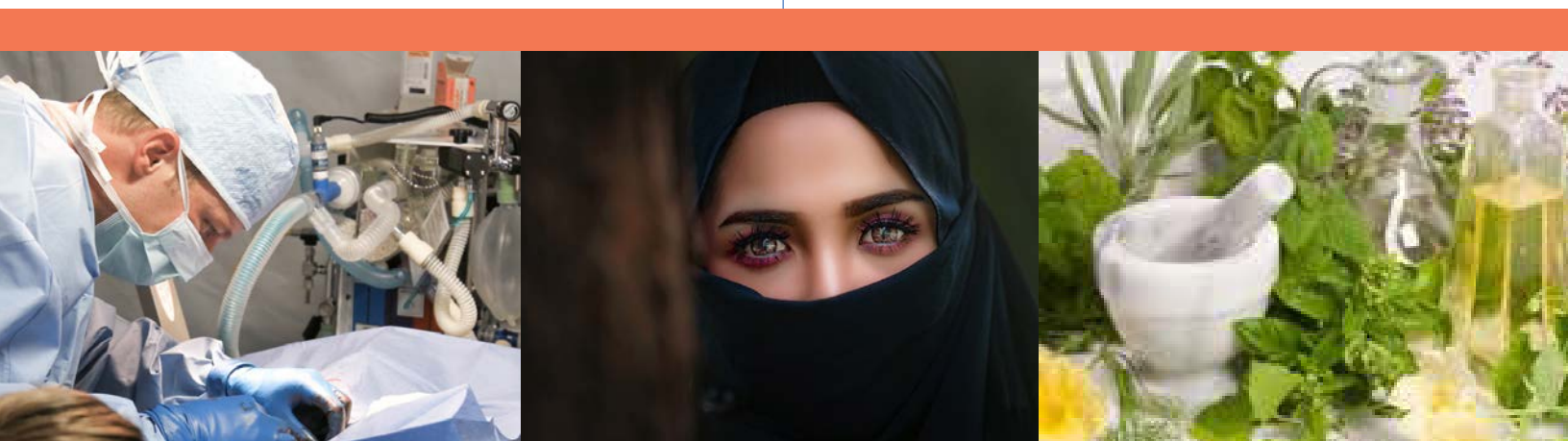
The National Library of Medicine literature review of current bibliographies describing health literacy.

- Source: NCBI - U.S. National Library of Medicine

**What We Know About**

A CDC summary about health literacy developed to inform health communication professionals on new findings and their implications for public health communication

- Source: Marketing and Communication Strategy Branch in the Division of Health Communication and Marketing, CDC



# Health Literacy Resource Section



## Action Plans, Guides, and Toolkits

A collection of documents to help health professionals improve health communications and health materials targeted to people with low literacy skills.

### [A Way with Words: Guidelines for Writing Oral Health Materials for Audiences with Limited Literacy](#)

A guide to develop written health information about oral health.

- Source: National Maternal and Child Oral Health Resource Center Georgetown University

### [AMA's Health Literacy and Patient Safety: Help Patients Understand](#)

The AMA Foundation's primary tool for informing physicians, health care professionals, and patient advocates about implementing health literacy practices

- Source: AMA Foundation

### ["Adapting Materials for Audiences with Lower Literacy Skills"](#)

A guide to create materials for those with lower health literacy skills, what it involves and its value.

- Source: [www.thehealthcompass.org](http://www.thehealthcompass.org)

### ["A Guide to Easy-to-Read Health Education Materials and Websites for Families"](#)

A publication for educators and practitioners who work with parents with limited literacy skills. It includes ideas on how to introduce health in literacy programs and contains easy-to-read health information online.

- Source: World Education in collaboration with the National Institute for Literacy

### [AHRQ Health Literacy Universal Precautions Toolkit-2nd edition](#)

A guide to help primary care practices improve all health literacy levels.

- Source: [www.ahrq.gov](http://www.ahrq.gov)

### ["A Field Guide to Designing A Health Communication Strategy"](#)

A booklet with steps and tools to develop messages that focus on behavior change.

- Source: [www.k4health.org](http://www.k4health.org)

### ["American Family Physician Patient Handout Instructions"](#)

A short guide to help physicians improve and write health materials.

- Source: [aafp.org](http://aafp.org)

### ["Beyond the Brochure: Alternative Approaches to Effective Health Communication"](#)

A booklet to help health educators create and provide education to limited literacy audiences without relying on the printed word. It also includes information on adapting, developing, and testing materials.

- Source: Centers for Disease Control

### [Building Health Literate Organizations](#)

A guidebook to help health care organizations engage in organizational change to become health literate.

- Source: UnityPoint Health



### NIH's Clear and Simple Initiative

A process for developing communication and materials for people with limited-literacy skills.

- Source: National Institutes of Health

### Creating Patient Education Materials

A website that includes a comprehensive list and links of resources to develop cross-cultural health materials and translations.

- Source: University of Minnesota

### Creating Effective Visual Literacy Tools

A guide on how to select and present information visually in print and web formats.

- Source: [www.uniteforsight.org](http://www.uniteforsight.org)

### "Designing Print Materials: A Communications Guide for Breast Cancer Screening"

A handbook with techniques to develop effective materials about breast health developed by the International Cancer Screening Network

- Source: [www.HealthLiteracyInnovations.com](http://www.HealthLiteracyInnovations.com)

### Everyday Words for Public Health Communication

A list of plain language words to use in health publications.

- Source: Center for Diseases Control

### Facilitators for Implementing Health Literacy Interventions

The Health Literacy Centre Europe's guidebook with tips for facilitators to design health literacy appropriate and effective strategies.

- Source: Health Literacy Centre Europe

### "Guidelines for Easy-to-Read Materials"

A guide that offers justifications and general tips for writing health materials for persons with disabilities.

- Source: International Federation of Library Association and Institution

### Guidelines for Selecting and Writing Easy-to-Read Materials

A resource website page for librarians.

- Source: Connecticut State Library | Division of Library Development

### Guide for Health Literacy Advocates to Plan Health Literacy Month

A guidebook to help organizations plan, run, and evaluate "Health Literacy Month" events.

- Source: [HealthLiteracyMonth.org](http://HealthLiteracyMonth.org)

### Guide to Health Literacy at the Library

The Medical Library Association guide to help librarians understand the role they play to improve health literacy.

- Source: American Library Association

### Guidelines for the Development of Patient Education Material

The Cancer Care Nova Scotia guide to create plain language cancer materials.

- Source: The Ohio State University College of Medicine

### Health Literacy Toolkit

A guide written by Public Health England, NHS England and the Community Health and Learning Foundation to implement health literacy.

- Source: [www.Hee.nhs.uk](http://www.Hee.nhs.uk)



### Health Literacy Toolkit

A companion tool to the “Minnesota Action Plan to Improve Health Literacy”

- Source: [www.healthliteracymn.org](http://www.healthliteracymn.org)

### How to Create Effective Written Patient Learning Materials

A handbook on materials development for patients, which is available in English and French.

- Source: Jewish General Hospital

### How to Develop and Use Effective Patient/Consumer Education

A short report that looks at why patient education materials are so important, how to make them most effective, how to include top-quality content and how to make them easy to use.

Source: Elsevier Clinical Solutions

### Health Literacy: The Gap Between Physicians and Patients

A guide to address health literacy for doctors.

- Source: American Academy of Family Physicians

### Health Literacy in Primary Care Practice

A guide with recommendations to promote health literacy and communication improvement among clinicians.

- Source: American Academy of Family Physicians.

### Health Literacy Review A guide—2015

A guide to conduct a health literacy organization assessment.

- Source: Wellington, New Zealand- Ministry of Health

### Health Literacy Public Health Forums: Partners for Action

A guide to help health departments to conduct health literacy awareness forums.

- Source: National Center for the Study of Adult

### “Help Your Patient “Get” What You just said: A Health Literacy Guide”

A website with guidelines for helping doctors make sure their patients understand them.

- Source: Journal of Family Practice

### How to Write Easy-to-Read Health Materials

A website for health care professionals.

- Source: U. S. National Library of Medicine and the National Institutes of Health

### How to Develop Social and Behavior Change Communication (SBCC) Creative Materials

A website with a guide to develop messages to impact social and behaviors change.

- Source: The Health Compass

### Health Literacy Guide-Making Client Resources Easy-to-use and Understand

Guidelines on how to develop patient health materials.

- Source: Improving and Promoting Community Health (IPCHealth)

### Health Literacy for Interprofessional Education (IPE) eToolkit

A guide for interprofessional teams that want to avoid the use of medical terms, and make sure all patients and their family members, understand health information.

- Source: <https://pacificu.libguides.com>



### Health Literacy: The Gap Between Physicians and Patients

A guide to address health literacy for doctors.

- Source: American Academy of Family Physicians

### K4Health-Toolkits

A website with toolkits to help health providers develop policies, design programs, health materials based on evidence and for diverse audiences.

- Source: K4health.org

### “Lower-Literacy Users: Writing for a Broad Consumer Audience”

A guide to write messages for lower literacy consumers.

- Source: www.nngroup.com

### Making Content Meaningful: A Guide to Adapting Existing Global Health Content for Different Audiences

A guide with steps, activity sheets and samples to help professionals make health materials for specific audiences and in other languages.

- Source: K4health.org

### Making Your Website Senior Friendly

A checklist to develop accessible websites for seniors.

- Source: National Institutes of Aging- National Library of Medicine

### MUHC Standards for Developing Effective Written Patient Learning Materials

A “how to” guide that includes a checklists and information regarding materials field testing.

- Source: McGill University Health Center

### Making Health Literacy Real: The Beginnings of My Organization’s Plan for Action

An easy-to-use template to help organizations create their own plan to improve health literacy.

- Source: Center for Diseases Control

### Making Health Communication Program Work

A guide with easy to follow steps to plan and implement health communication initiatives and program.

- Source: Cancer.gov

### “Pfizer Principles for Clear Health Communication 2nd Edition”

A guide featuring tips to develop easy-to-read and understand patient educational materials created by Pfizer Inc..

- Source: www.pfizer.com

### Plain Language — Handbook for Writers in the U.S. Federal Government

A guide for federal employees on plain language writing.

- Source: The Ohio State University College of Medicine

### “PRISM Readability Toolkit”

Guidelines on how to develop study materials for participants with low literacy skills developed by Group Health Center for Health Studies

- Source: www.nhlbi.nih.gov

### Plain Language: Getting Started or Brushing Up

Steps and tips to develop health materials.

- Source: National Institutes of Health, the Plain Language Initiative



### Quick Guide to Health Literacy

A health literacy guide for health care and public health government employees, grantees, contractors, and community.

- Source: Office of Disease Prevention and Health Promotion- Health Communication Activities

### Quick Guide to Health Literacy and Older Adults

A guide on how to communicate with older adults about health and aging issues.

- Source: Office of Disease Prevention and Health Promotion

### Reader-Friendly Document Tool Kit

A guide for writers and reviewers of written documents created by Washington State Department of Transportation (WSDOT). Includes links for general materials design and testing with an audience.

- Source: U. S. Department of Agriculture

### “Readability Toolkit”

A guide to help develop understandable patients forms and educational materials.

- Source: The Center for Health Communication

### Recommended Policies and Guidelines for Federal Public Websites

Steps and tips for writing easy-to-read web content.

- Source: Digitalgov.gov

### “Scientific and Technical Information Simply Put”

A guide to develop easy-to-read scientific consumer health information.

- Source: The American Society of Human Genetics

### Sample Action Plan to Improve Health Literacy

A plan for national health organizations that includes both action steps and specific measurable objectives for a health literacy evaluation.

- Source: Office of Disease Prevention and Health Promotion Health Communication Activities

### “Social and Behavior Change Communication- (SBCC)- Facilitators Guide”

A “how to” guide to improving health communication with low literacy audiences.

- Source: [www.pdf.usaid.gov](http://www.pdf.usaid.gov)

### The Ohio State University Clear Health Communication Program

A series of website articles for health care professionals about the importance of health literacy, writing techniques, and other useful tools.

- Source: The Ohio State University College of Medicine

### “The Health Literacy Style Manual”

A health literacy style manual for applications, charts, notices and other print materials.

- Source: Robert Wood Johnson Foundation National Program Office, Covering Kids and Families

### “Toolkit for Making Written Material Clear and Effective”

A guide with a set of 11 tools to help develop easy-to-read written material developed by the Centers for Medicare & Medicaid Services

- Source: Centers for Medicare & Medicaid Services



### Tools for Evaluating Written and Audiovisual Nutrition Education Materials

Sample guides and evaluation forms to help nutrition educators, public health nutritionists and others select educational materials to best meet the needs of target audiences.

- Source: Joe.org

### “The Health Literacy Environment of Hospitals and Health Centers – Partners for Action: Making Your Healthcare Facility Literacy-Friendly”

A comprehensive guide of tools to analyze health literacy and health care access.

- Source: Health Literacy Studies Harvard School of Public Health and the National Center for the Study of Adult Learning and Literacy

### Ten Attributes of Health Literate Health Care Organizations

A paper outlining how to make a health organization user friendly.

- Source: National Academy of Sciences

### The AHRQ Informed Consent and Authorization Toolkit for Minimal Risk Research

Steps on how to improve informed consent and authorization taking health literacy into account.

- Source: Agency for Healthcare Research and Quality

### Virginia Adult Education Health Literacy Toolkit

A toolkit to help adult education instructors and administrators better understand the problem of health literacy as it affects their learners.

- Source: Eric.ed.gov

### “Writing Health Information for patients and Families”

A tool for Canadian health professionals.

- Source: Hamilton Health Sciences

### “Writing Text to Reach Audiences with Lower Literacy Skills”

A guide that explains how to write text for audiences with lower literacy skills who often have difficulty making sense of materials that rely on written text.

- Source: [www.thehealthcompass.org](http://www.thehealthcompass.org)



## Assessment Tools

A review of available tools and articles to help organizations measure their capacity to address health literacy, evaluate adult health literacy, and readability and suitability of health materials.

### Health Literacy Advisor (HLA)

As an innovation in health literacy, the Health Literacy Advisor (HLA) streamlines the review process by combining nine (English), six (Spanish) electronic readability indices to assess document reading level. It also offers a powerful search-and-replace function to offer users plain language alternatives for word choices (by health or non-health words) that compromise clarity. It is the only software product on the market that “scrubs,” a document—ignores phone numbers, URLs, headings, and bullets—before it calculates readability, giving users an accurate readability score. The HLA also dutifully rewards writers for achieving their desired grade reading level by inserting a “ReadsEasy™” stamp within their document for a job well done.

- Source: Health Literacy Innovations

### Assessing Health Literacy

An article that describes the difference of using universal precautions vs. assessing health literacy of patients.

- Source: Indian Health Service

### A New Comprehensive Short-form Health Literacy Survey Tool for Patients in General

An article that discusses the health literacy-12 items-questionnaire in patient populations.

- Source: Asian Nursing Research

### An Overview of Measures of Health Literacy

A National Center for Biotechnology Information website with articles that highlight the issues with health literacy measurement and tools available.

- Source: U.S. National Library of Medicine

### Approaches to Assessing Health Literacy

A booklet from the Institute of Medicine-Health Literacy Roundtable.

- Source: National Academy of Sciences

### “Patients’ Shame and Attitudes Toward Discussing the Results of Literacy Screening”

An NIH article describing how patients feel about having their literacy level measured and documented in medical records.

- Source: NCBI - U.S. National Library of Medicine

### Assessing and Addressing Health Literacy

An article to help promote health literacy and use of strategies to increase health literacy, including the issues and concerns regarding testing patients for health literacy.

- Source: American Nurses Association/Online Journal of Issues in Nursing

### Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Surveys

The Agency for Healthcare Research and Quality (ARQH) program to evaluate patient experience with their health care.

- Source: Agency for Healthcare Research and Quality



### Brief Questions to Identify Patients With Inadequate Health Literacy

An article describing the development of three screening questions for identifying patients with inadequate or marginal health literacy.

- Source: Society of Teachers of Family Medicine

### Clear Communication Index

A CDC's tool to help develop and assess health materials. It includes its user's guide and score sheet

- Source: Center for Disease Control

### Comprehensive Health Literacy Assessment for College Students

An article that discusses a health literacy assessment tool tailored for the 18-to-24 college student

- Source: [www.dspace.library.colostate.edu](http://www.dspace.library.colostate.edu)

### Cloze Test for Reading Comprehension

A test to measure readability and comprehension skills.

- Source: Nielsen Norman Group

### Comparison of Brief Health Literacy Screens in the Emergency Department

A research study that compares five brief measures of health literacy tools for patients in the emergency room.

- Source: University of North Carolina at Chapel Hill

### Development and Validation of the Assessment of Health Literacy in Breast and Cervical Cancer Screening

A health literacy tool developed to assess health literacy in patients with breast and cervical cancer.

- Source: PubMed - U.S. National Library of Medicine

### Development of a Health Literacy Questionnaire for Taiwanese Hemodialysis Patients

A study of the first health literacy assessment instrument available for patient on hemodialysis in Taiwan.

- Source: NCBI - U.S. National Library of Medicine

### Evaluating and Measuring Health Literacy - Health Literacy Discussion Summary

An online discussion on the issues faced by measuring health literacy

- Source: Literacy Information and Communication System LINCS

### Evaluation of a Single-item Screening Question to Detect Limited Health Literacy in Peritoneal Dialysis Patients

A study that discusses a single-item screening question in dialysis.

- Source: NCBI - U.S. National Library of Medicine

### Health Literacy Measurement Tools (Revised)

The Agency for Healthcare Research and Quality's website that discusses how to measure health literacy.

- Source: Agency for Healthcare Research and Quality

### Health Literacy Tool Shed

An online database of health literacy measurement tools.

- Source: [Healthliteracy.bu.edu](http://Healthliteracy.bu.edu)



### Health Literacy Tools for Providers of Medication Therapy Management

The Agency for Healthcare Research and Quality's (ARQH) website that discusses medication therapy management (MRM) and more.

- Source: Agency for Healthcare Research and Quality

### Health Literacy Skills Instrument (HLSI)

A tool to assess four domains of health literacy: reading, numeracy, oral literacy, and navigation.

- Source: RTI International

### Health Literacy Review A guide—2015

A guide with tools to conduct a health literacy organization assessment.

- Source: Wellington, New Zealand- Ministry of Health

### How Do we Measure Health Literacy?

A Boston University Medical Campus presentation important about measuring health literacy and some tools available.

- Source: Boston University Medical Campus

### Health Literacy Among Young Adults: a Short Survey Tool for Public Health and Health Promotion Research

An article that describes development of a tool to help measure skills used in health promotion and results from the study.

- Resource: Oxford University Press

### Health Literacy Measurement: An Inventory and Descriptive Summary of 51 Instruments

An article that reviews published health literacy measurement tools.

- Source: NCBI - U.S. National Library of Medicine

### Health Literacy Measurement Tools

A website that includes information on three measuring tools: REALM-R, REALM-SF and SAHLSA-50.

- Source: Johns Hopkins Medicine

### Literacy Assessment Instruments

A summary of health literacy assessment tools

- Source: NC Program on Health Literacy

### "Is Our Pharmacy Meeting Patients' Needs? A Pharmacy Health Literacy Assessment Tool User's Guide"

An Agency for Healthcare Quality and Research (ARQH) assessment tool for outpatient pharmacies of public hospitals serve minority populations with a focus on a population with high incidence of chronic disease and limited health literacy skills.

- Source: Agency for Healthcare Research and Quality (AHRQ)

### Measuring Skills & Experiences

A CDC website that includes a summary of tools measuring people's literacy, numeracy, health literacy skills and their experiences with health care.

- Source: www.cdc.gov

### New Tool Tackles Low Health Literacy

An article highlighting the importance and effectiveness of using the Health Literacy Advisor, an electronic readability and understandability assessment tool.

- Source: Healthcare IT News





### National Survey of Medicaid Guidelines for Health Literacy

A survey of state's Medicaid health literacy reading level requirements

- Source: Health Literacy Innovations

### Quality Publications Health Literacy Skills Instrument (HLSI)

A tool to assess four domains of health literacy: reading, numeracy, oral literacy, and navigation.

- Source: RTI International

### Rapid Estimate of Adult Literacy in Medicine (REALM)

A screening instrument to assess an adult patient's ability to read common medical words and lay terms

- Source: Library.med.utah.edu

### Recognizing Low Health Literacy

Questions to ask to find out health literacy of patients.

- Source: Health Literacy Centre Europe

### Scale for Functional Health Literacy Swedish Version

A guide to use the functional health literacy Swedish version scale.

- Source: Gothenburg and Uppsala Universities

### Spoken Knowledge in Low Literacy in Diabetes Scale (SKILLD)

A study to validate the new knowledge scale for patients with type 2 diabetes and poor literacy.

- Source: Sage Journals

### The Patient Education Materials Assessment Tool (PEMAT) and User's Guide

An Agency for Healthcare Research and Quality (AHRQ) instrument to assess the understandability and actionability of print and audiovisual education materials.

- Source: Agency for Healthcare Research and Quality (AHRQ)

### The Test of Functional Health Literacy in Adults: a New Instrument for Measuring Patients' Literacy Skills

A tool to measure functional health literacy by using health-related materials, such as prescription bottle labels and appointment slips.

- Source: NCBI - U.S.National Library of Medicine

### "The Newest Vital Sign: A New Health Literacy Assessment Tool for Health Care Providers"

A bilingual (English and Spanish) screening tool to identify patients at risk for low health literacy.

- Source: Pfizer Clear Health Communications Initiative

### "The Suitability Assessment of Materials (SAM)"

A tool to assess how appropriate health care information can be presented in written, visual and audio materials.

- Source: Aspirus Library

### The Evolution of Health Literacy Assessment Tools: A Systematic Review

An article that discusses a systematic review of health literacy assessment tools.

- Source: NCBI - U.S.National Library of Medicine



**The Single Item Literacy Screener (SILS):  
Evaluation of a Brief Instrument to Identify Limited  
Reading Ability**

A short health literacy measuring tool to identify limited reading ability.

- Source: NCBI - U.S. National Library of Medicine

**“The Health Literacy Environment of Hospitals and  
Health Centers”**

A health literacy audit, which rates the internal environment of hospitals and health centers by: ease of navigation, print communication, oral exchange, and technology policies and protocols.

- Source: The National Center for the Study of Adult Learning and Literacy (NCSALL)

**“The Health Literacy Environment of Hospitals  
and Health Centers — Partners for Action: Making  
Your Healthcare Facility Literacy Friendly”**

A comprehensive guide of tools to analyze health literacy and health care access.

- Source: Health Literacy Studies Harvard School of Public Health and the National Center for the Study of Adult Learning and Literacy

**The Development of a Health Literacy Assessment  
Tool for Health Plans**

A series of tools to assess different areas of health plan services for health literacy.

- Source: Journal of Health Communication

**Measuring Health Literacy**

An article highlighting the importance of assessing an organization’s health literacy capacity and tools to do so.

- Source: Health Literacy Centre Europe

**Virginia Adult Education Health Literacy Toolkit**

A tool kit to help adult education instructors and administrators better understand the problem of health literacy as it affects their learners.

- Source: Eric.ed.gov





## Government Resources

City, state and federal government health literacy resources.

### AHRQ Health Literacy Program Brief

The Agency for Healthcare Research and Quality's initiatives, programs, and research to improve health literacy.

- Source: Agency for Healthcare Research and Quality (AHRQ)

### AHRQ's Making Informed Consent an Informed Choice: Training Modules for Health Care Leaders and Professionals

A training for health care professionals to help individuals make an informed choice.

- Source: Agency for Healthcare Research and Quality (AHRQ)

### Centers for Disease Control (CDC) Health Literacy

CDC's health literacy website.

- Source: Center for Disease Control

### Clear Communication

An NIH website of research-based resources on health literacy, plain language and cultural competent communication.

- Source: National Institutes of Health

### Council of State Government Health Literacy Tool Kit

ARHQ's state official health literacy guide.

- Source: Agency for Healthcare Research and Quality (AHRQ)

### FDA Strategic Plan for Risk Communication and Health Literacy 2017-2019

An FDA report on how to best communicate the benefits and risks of the regulated products to the public.

- Source: FDA.gov

### Health Literacy Activities by State

A CDC website of state and local health literacy initiatives.

- Source: CDC- Centers for Diseases Control and Prevention

### HRSA – Health Literacy

Health Resources and Services Administration's (HRSA) health literacy website.

- Source: Health Resources and Services Administration

### "Health Resources and Services Administration (HRSA) Health Literacy and Patient Engagement—2015"

Twelfth Annual Report to the Secretary of the U.S. Department of Health that includes recommendations for improving health literacy.

- Source: Health Resources and Services Administration (HRSA)

### Health Literacy Improvement

An Office of Disease Prevention and Health Promotion's website of health literacy resources, tools, and research.

- Source: Office of Disease Prevention and Health Promotion U.S. Department of Health and Human Services

### Health Literacy Online — Guide for Simplifying the User Experience

The Office of Disease Prevention and Health Promotion's website to develop health websites and digital tools that are easy-to-understand.

- Source: Health.gov

### Health Topics

An HHS website with easy-to-read health information for consumers published by HealthFinder.gov

- Source: Healthfinder.gov

### Health Literacy in Pharmacy: Introduction Curricular Modules for Pharmacy Faculty

Four power point slide decks to use in pharmacy courses created by AHRQ.

- Source: Agency for HealthCare Research and Quality (ARQH)

### Improving Patient Safety Through Informed Consent for Patients with Limited Health Literacy

An AHRQ report of the success and barriers of four hospitals when trying to meet the requirement for an effective informed consent process.

- Source: Agency for HealthCare Research and Quality (ARQH)

### Live Healthy PA

A Pennsylvania State Department initiative that includes health literacy activities and education for health professionals and advocates.

- Source: Livehealthypa.com

### Literacy Fact Sheet: Health Literacy

State of Oklahoma document defining health literacy.

Source: State of Oklahoma

### Making Decisions for Your Health: Getting the Info You Need

FDA health literacy website for the healthcare consumer.

- Source: U.S. Food and Drug Administration

### Medline Plus Health Topics

U.S. National Library of Medicine's website with easy-to-read health information for consumers.

- Source: U.S. National Library of Medicine

### New Federal Policy Initiatives to Boost Health Literacy Can Help the Nation Move Beyond the Cycle of Costly 'Crisis Care'

An article describing government initiatives and policy changes created to improve health literacy.

- Source: NCBI U.S. National Library of Medicine National Institutes of Health

### Iowa Healthcare Collaborative—Health Literacy

An example of a partnership between the Department of Public Health, the Association of Local Public Health Agencies and the Public Health Association, which includes a one-page summary of health literacy definitions.

- Source: Iowa Department of Public Health and Partners

### "State Official's Guide to Health Literacy"

A report featuring states' efforts on health literacy, including academic research and private sector initiatives.

- Source: Council of State Governments (CSG)

### The NN/LM Health Literacy

A National Network of Libraries of Medicine website with resources articles and reports on health literacy.

- Source: National Network of Libraries of Medicine

### WHO—Health Literacy

The World Health Organization's (WHO) website on health literacy.

- Source: The World Health Organization's (WHO)





## Health Communication Standards

Guidelines from different organizations, government and the private sector to improve health literacy, plain language and, health communications.

### Achieving Health Literacy National Health Education Standards

Standards that describe the knowledge and skills essential for health literacy, including what students should know and be able to do in health education by the end of the 4th, 8th, and 11th grade.

- Source: Montana Office of Public Instruction

### Advancing Effective Communication, Cultural Competence, and Patient-and Family-Centered Care: A Roadmap for Hospitals

The Commission's recommendations to help hospitals meet the patient-centered communication standards.

- Source: Joint Commission

### CDC's Health Literacy Action Plan

A health literacy plan that highlights policies to improve health information for different audiences with low health literacy skills.

- Source: Centers for Disease Control and Prevention

### Canada Health Infoway (CHI) and the Standards Collaborative

Canada's initiative to incorporate health communication standards across health departments and organizations.

- Source: e-Health Ontario

### "Communication Standards for the Ministry of Health—2012"

New Zealand writing guidelines for health professionals.

- Source: Ministry of Health, New Zealand

### Examples of Health Literacy in Practice

A sample of Ontario, Canada health literacy programs and policies.

- Source: Canadian Public Health Association

### Five Good Communication Standards

Standards for communicating with individuals with learning disabilities and/or autism in specialist hospital and residential settings.

- Source: Royal College of Speech and Language Therapists

### Health Literacy—The Solid Fact

A publication that makes the case for policy action to strengthen health literacy in Europe. It includes the results of the European Health Literacy Survey.

- Source: World Health Organization Regional Office for Europe

### "Health Literacy: Improving Health, Health Systems, and Health Policy Around the World—Workshop Summary"

The Institute of Medicine Roundtable on Health Literacy workshop summary focused on international health literacy efforts from various countries.

- Source: National Academy of Sciences

### Health Literacy: Policy Implications and Opportunities

The Center for Health Care Strategies' fact sheet on health literacy policy.

- Source: The Center for Health Care Strategies

### “Health Literacy in Ireland: Benchmarking the Present State of the Art and Examining Future Challenges and Opportunities”

A sample of Ireland’s implementation policy on health literacy.

- Source: National Adult Literacy Agency

### “Health Systems and Policy Analysis Policy Brief 19 Investing in Health Literacy”

A World Health Organization report on how to make a case, and understand the financial and economic impacts of health literacy.

- Source: World Health Organization and secretariat of, the European Observatory on Health Systems and Policies)

### “Investing in Health Literacy”

A publication on the benefits to the education sector when investing in health literacy published by World Health Organization Regional Office for Europe.

- Source: NCBI U.S. National Library of Medicine

### “Low Health Literacy: Implications for National Health Policy”

A U. S. report that includes cost calculations due to low health literacy, policy implications and recommendations.

- Source: [www.hsrb.himmelfarb.gwu.edu](http://www.hsrb.himmelfarb.gwu.edu)

### Making Health Literacy a Priority in EU Policy

A sample health literacy policy on the importance of improving health literacy in Europe.

- Source: Partnership to increase health literacy in Europe

### National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care

A website that describes 14 health care standards for cultural and linguistically appropriate services. (Communication standards are #4 through #7)

- Source: U.S. Department of Health and Human Services-Office of Minority Health

### Prevention: A Blueprint for Action – Action Steps for HHS/Health Literacy

The 2004 U.S. Health and Human Services department example of policy changes that includes health literacy.

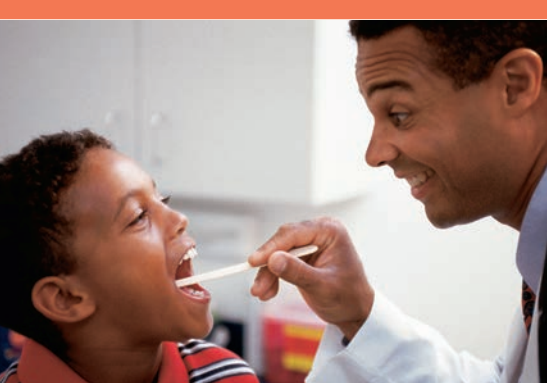
- Source: HHS Office of Health Policy

### Recommended Policies and Guidelines for Federal Public Websites

Specific guidelines for writing web content.

- Source: Digitalgov.gov





## Health Literacy Internationally, & Health Equity, Cultural Competence, Multilingual

This section includes program, general activities, research, guidelines, government initiatives and publications in plain language, health literacy and health communications related to diversity, cultural competence in other countries and in other languages. (No descriptions)

### SPANISH

Alfabetización en salud en medicina general integral. Perspectivas en Santiago de Cuba  
Health literacy in comprehensive general medicine. Perspectives in Santiago de Cuba

- Source: SciELO

Alfabetización sanitaria y promoción de la salud (Health literacy and health promotion)

- Source: Centro de Recursos de Promoción y Educación para la Salud

“Alfabetización en salud: concepto y dimensiones. Proyecto europeo de alfabetización en salud (Health Literacy: Concept and Dimensions. European Project of Health Literacy)”

- Source: Scielo

Alfabetización en salud a través de herramientas digitales. Un reto para profesionales sanitarios.  
(Health literacy through digital tools. A challenge for health professionals)

- Source: Slideshare

Alfabetización en salud y enfermedad renal crónica  
Health Literacy and Chronic Kidney Disease

- Source: Spanish Society of Nephrology / Sociedad Española de Nefrología

Qué es la alfabetización sanitaria y por qué es importante (What is health literacy and why is it important)

- Source: Clinic-Cloud

Creación de la Escuela cantabra de Salud. Una herramienta de alfabetización sanitaria y empoderamiento de los pacientes (Creation of the Cantabra School of Health. A tool for health literacy and patient empowerment)

- Source: Researchgate.net

Development of the Mammography Beliefs and Attitudes Questionnaire for Low-Health-Literacy Mexican-American Women

- Source: The Online Journal of Issues in Nursing

Hacia un modelo de Alfabetización en Información en Ciencias de la Salud para médicos en entrenamiento del Hospital General de México (Towards a model of Information Literacy in Health Sciences for doctors in training at the General Hospital of Mexico)

- Source: www.facmed.unam.mx

La Alfabetización de la Salud en el Sistema de Salud Pública en Chile (Health Literacy in the Public Health System in Chile)

- Source: Universidad de Chile Facultad de Economía y Negocios Escuela de Economía y Administración

### EUROPE

Health Literacy Europe

- Source: European Commission.

Dutch Health Literacy Alliance

- Source: Gezondheidsvaardigheden

### National Action Plan Health Literacy Promoting Health Literacy in Germany

- Source: Hertie School of Governance

### Health Literacy Lost in Translations? Introducing the European Health Literacy Glossary

- Source: PubMed U. S. National Library of Medicine

### Health Literacy: The Neglected European Public Health Disparity

- Source: Research Gate

### “Health Literacy the Solid Facts—A Report of Health Literacy in Europe”

- Source: World Health Organization Regional Office for Europe

### Health Literacy in Belfast, a WHO Healthy City

- Source: European Commission

### Health Literacy Among Different Age Groups in Germany

- Source: BMC Public Health

### Health Literacy in Italy

- Source: BMJ Journals

### Health Literacy On the European Agenda—A Summary of the Health Literacy Initiative in Europe

- Source: Dutch National Institute for Public Health and the Environment

### Health Literacy and Health Disparities: Opportunities for Trans-disciplinary Collaboration

- Source: Semantic Scholar

### Health Literacy Europe

- Source: Network for advancing European Health Literacy

### Ireland—Health Literacy

- Source: National Adult Literacy Agency in Ireland

### Literacia Em Saúde (The Portuguese Network for the Promotion of Health Literacy)

- Source: Instituto Nacional de Saúde

### Mapping Health Literacy Research in the European Union: A Bibliometric Analysis

- Source: U. S. National Library of Medicine

### “Making it Easy - A Health Literacy Action Plan for Scotland”

- Source: [www.healthliteracyplace.org.uk](http://www.healthliteracyplace.org.uk)

### Study on sound evidence for a better understanding of health literacy in the European Union

- Source: <https://ec.europa.eu/>

### “The 3rd European Health Literacy Conference”

- Source: Forum Europe

### What Future Role for Health Literacy in Europe?

- Source: European Public Health Alliance

### The Italian Health Literacy Project: Insights From The Assessment Of Health Literacy Skills In Italy

- Source: Elsevier –Science

### The Missing Link to Patient Engagement in Italy: The Role of Health Literacy in Enabling Patients

- Source: Emerald Insight





### The 3rd European Health Literacy Conference

- Source: Forum Europe

### Why is Health Literacy Important?—Health Literacy Group in the United Kingdom

- Source: [www.healthliteracy.org.uk](http://www.healthliteracy.org.uk)

### Wales—Health Literacy

The Wales health literacy webpage.

- Source: Public Health Wales

## HEALTH LITERACY AND ENGLISH AS A SECOND LANGUAGE

### The Health Literacy and ESL Study: A Community-Based Intervention for Spanish-Speaking Adults

- Source: NCBI-US National Library of Medicine

### Health Literacy & ESL Curriculum

- Source: [www.mededportal.org](http://www.mededportal.org)

### Project SHINE ESL Health Units

- Source: [www.lincs.ed.gov](http://www.lincs.ed.gov)

### Queens Library Adult Learner Program-“ESOL Health Literacy Curriculum”

- Source: [www.m.queenslibrary.org](http://www.m.queenslibrary.org)

### 5.13 ESOL and ABE Health Literacy Teaching Materials

- Source: [www.valrc.org](http://www.valrc.org)

### Integrating Health Literacy and ESL: An Interdisciplinary Curriculum for Hispanic Immigrants

- Source: NCBI - U.S. National Library of Medicine

## OTHER COUNTRIES, MULTI-LANGUAGE AND MULTICULTURAL RESOURCES

### Advancing Health Literacy: A Global Challenge for the 21st Century

- Source: Oxford Academy

### AHRQ Health Literacy Tool Applied in Buenos Aires Teaching Hospital

- Source: [www.ahrq.gov](http://www.ahrq.gov)

### Achieving Health Literacy in India

- Source: Academia.edu

### Australian Government—National Statement on A Framework for Health Literacy-New Zealand

- Source: New Zealand Ministry of Health

### National Statement on Health Literacy—Taking Action to Improve Safety and Quality

- Source: The Australian Commission on Safety and Quality in Health Care

### Health Literacy Infographics (Australia)

- Source: Australian Commission on Safety and Quality in Health Care

### A Vision for a Health Literate Canada: Report of the Expert Panel on Health Literacy

- Source: [www.cpha.ca](http://www.cpha.ca)

### “Health Literacy in Canada”

- Source: [www.en.copian.ca](http://www.en.copian.ca)

### Health Literacy NSW—International Health Literacy Project

- Source: Northern NSW, Australia Health Literacy Project



### Health Literacy and the Role of Culture

- Source: [www.chcs.org](http://www.chcs.org)

### Challenging Low Health Literacy in Rural Honduras: The Utilization of Charlas (Chats) for Patient-Centered Care

- Source: Springer Link

### Comparing the mental health literacy of Chinese people in Australia, China, Hong Kong and Taiwan: Implications for mental health promotion

- Source: Elsevier B.V.

### Communication Between Health Workers and Ethnic Minorities in Vietnam

- Source: <https://ses.library.usyd.edu.au/>

### Culture Clues™

- Source: University of Washington Medical Center

### Detecting Limited Health Literacy in Brazil: Development of a Multidimensional Screening Tool

- Source: NCBI - U.S. National Library of Medicine

### Development and Validation of a General Health Literacy Test in Singapore

- Source: Oxford Academic

### Digital Health Literacy

- Source: World Health Organizations

### Evaluation of Quality and Readability of Health Information Websites Identified through India's Major Search Engines

- Source: NCBI U. S. National Library of Medicine

### Health Literacy and Diabetes Control in Patients Attending a University Outpatient Clinic in Argentina

- Source: PUBMED U. S. National Library of Medicine

### Health literacy: Where are the Canadian Doctors?

- Source: NCBI - U.S. National Library of Medicine

### Health Literacy and Health-related Quality of Life in Patients with Anorectal Malformations: A comparison between a charity hospital in Honduras and a tertiary care center in the U. S.

- Source: Elsevier B.V.

### Health Literacy in Health Systems: Perspectives on Patient Self-management in Israel

- Source: Oxford Academy

### Health Literacy: A Necessary Element for Achieving Health Equity

- Source: National Academy of Medicine

### Health Literacy and Health Disparities: The Role They Play in Maternal and Child Health

- Source: Nursing for Women's Health Journal



### Health Literacy and the Elimination of Health Disparities

- Source: Journal of Health Communications

### Health Literacy, Health Disparities, and Sources of Health Information in U.S. Older Adults<sup>1</sup>

- Source: Orthopaedic Nursing Journal

### Health Literacy Among Indian Adults Seeking Dental Care

- Source: U. S. National Library of Medicine

### Health Literacy in Africa (PPT slides)-Oral Health Knowledge and Practices Among Nurses in Ghana

- Source: Ghanaphysicians.org

### Health Literacy in Italy: A Cross-sectional Study Protocol to Assess the Health Literacy Level in a Population-based Sample, and to Validate Health Literacy Measures in the Italian Language

- Source: U. S. National Library of Medicine

### Health Literacy and Knowledge Related to Tuberculosis among Outpatients at a Referral Hospital in Lima, Peru

- Source: World Academy of Science, Engineering and Technology International Journal of Medical and Health Sciences

### Short Assessment of Health Literacy (SAHL) in Portugal

- Source: [www.ncbi.nlm.nih.gov](http://www.ncbi.nlm.nih.gov)

### Health Literacy Among Youth in Guatemala City

- Source: PubMed U. S. National Library of Medicine

### Health Literacy and Refugees' Experiences of the Health Examination for Asylum Seekers—a Swedish Cross-sectional Study

- Source: BMC Public Health

### Health literacy in Mainland China: Validation of a functional Health Literacy Test in Simplified Chinese

- Source: Research Gate

### Health literacy and the Internet: A Study on the Readability of Australian Online Health Information

- Source: Australian and New Zealand Journal of Public Health

### Health literacy among adults in Yazd, Iran

- Source: NCBI - U.S. National Library of Medicine

### Literacy, Not Income, Key to Improving Public Health in India

- Source: University of Cambridge

### "Health Literacy Around the World: Part 1"

- Source: NCBI - U.S. National Library of Medicine



### Māori Health Literacy Research: Gestational Diabetes Mellitus

- Source: Health Quality & Safety Commission New Zealand

### Measuring Health Literacy in Asia: Validation of the HLS-EU-Q47 Survey Tool in Six Asian Countries

- Source: Pub Med U. S. National Library of Medicine

### Primary Caregivers' Health Literacy and Childhood Obesity in Guatemala

- Source: APHA Meetings: Online Program

### Provide Health Literacy to 5000 Brazilian Patients

- Source: [www.globalgiving.org](http://www.globalgiving.org)

### Rauemi Atawhai – A guide to Developing Health Education Resources in New Zealand

- Source: <https://www.hiirc.org.nz>

### South Australia—An introduction to Health Literacy

- Source: Australian Commission on Safety and Quality in Health Care

### Short Assessment of Health Literacy for Portuguese-speaking Adults

- Source: [www.researchgate.net](http://www.researchgate.net)

### Seeking an Expanded, Multidimensional Conceptual Approach to Health Literacy and Health Disparities Research

- Source: IOS Press

### Taking Action to Improve Health Literacy in Colombia: Knowledge Transfer and Information and Communication Technologies Platform as Health System Responses

- Source: [www.communicationandhealth.ro](http://www.communicationandhealth.ro)

### The Current Status of Health Literacy in China

- Source: Population Research

### The Missing Link to Patient Engagement in Italy: The Role of Health Literacy in Enabling Patients

- Source: [www.emeraldinsight.com](http://www.emeraldinsight.com)

### The Role of Culture in Health Communication

- Source: PubMed U.S. National Library of Medicine

### TAZREACH Health Literacy Research Resources

- Source: Tasmanian Government Department of Health and Human Service

### Tasmanian Government—Health Literacy Toolkit Communication and Health Literacy

- Source: Tasmanian Government Department of Health and Human Service

### Tools for Cross-Cultural Communication and Language Access Can Help Organizations Address Health Literacy and Improve Communication Effectiveness

- Source: Center for Diseases Control



### The First Italian Validation of the Most Widespread Health Literacy Assessment Tool: the Newest Vital Sign

(La prima validazione in italia dello strumento per valutare la health literacy più usato al mondo: il Newest Vital Sign)

- Source: WW.EPIPREV.IT

### The Relationship Between Health Literacy and Health Disparities: A Systematic Review

- Source: U.S. National Library of Medicine

### Understanding Cultural and Linguistic Barriers to Health Literacy

- Source: PubMed U. S. National Library of Medicine

### Validity and reliability of the Turkish version of the European Health Literacy Survey Questionnaire

- Source: Oxford Academy

### Validation of Three Arabic Health Literacy assessment tools—S-TOFHLA, REALM-R, and Brief Health Literacy—in Lebanon

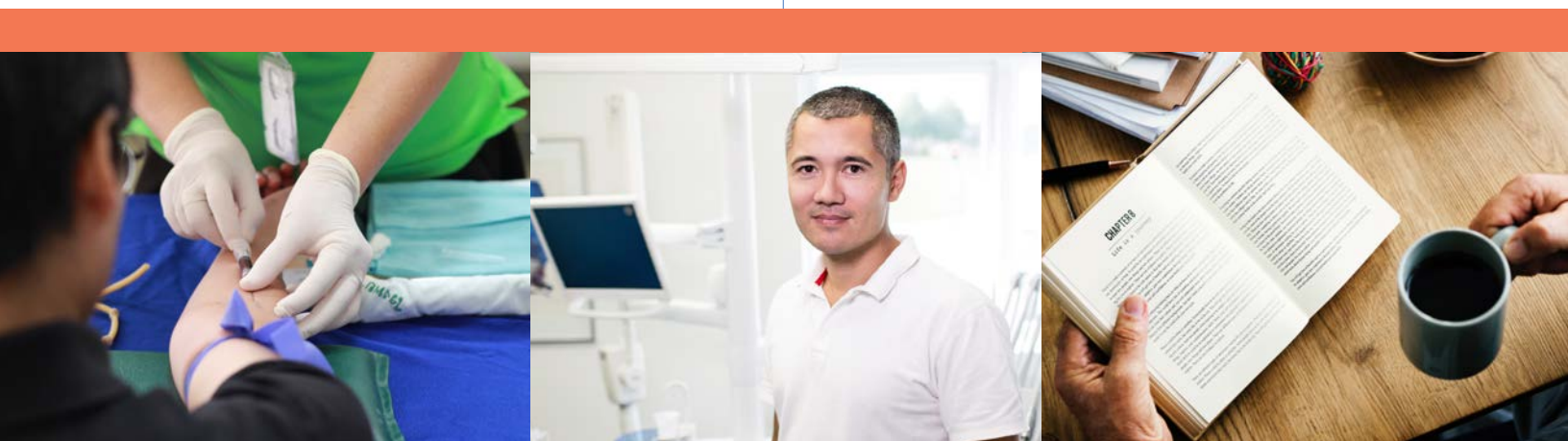
- Source: Oxford University Press

### What is Health Literacy?

Source: Produced by the Centre for Culture, Ethnicity & Health, Victoria, Australia

### What Do Health Literacy and Cultural Competence Have in Common? Calling for a Collaborative Pedagogy

- Source: U.S. National Library of Medicine





## Health Literacy and Technology

Software programs, applications, technology guides, articles and study reports to help you improve health literacy skills, health communication, materials and the consumer experience globally.

### Health Literacy Advisor (HLA)

As an innovation in health literacy, the Health Literacy Advisor (HLA) combines nine English different electronic readability in English and six Spanish electronic readability indices in Spanish to assess document grade level (the reading level).

It offers a powerful search and replace function to give users plain language alternatives, difficult-to-understand words that compromise clarity and flags long sentences. The HLA rewards writers for achieving a 6th grade reading level or below by inserting a “Reads Easy” stamp within their document for a job well done. To learn more about the HLA, please visit:

- Source: Health Literacy Innovations

### Health Literacy: A Marker for “Digital Divide” in Health Information

A study that examined whether literacy disparities are diminished or enhanced when people search for health information on the Internet.

- Source: Journal of Medical Internet Research

### Accessible Health Information Technology (IT) for Populations with Limited Literacy:

A Guide for Developers and Purchasers of Health Information Technology

- Source: Agency for Healthcare Research and

### Communication Conundrum: Improving Health Literacy With Technology

An article about the reality of using technology with consumers with low health literacy skills.

- Source: Clinical Informatics News

### “Expanding the Reach and Impact of Consumer e-Health Tools”

A report of requirements to develop e-health benefits using technology.

- Source: Office of Disease Prevention and Health Promotion

### Disparities in Using Technology to Access Health Information: Race Versus Health Literacy

A report about how access technology to make a difference in health literacy of diabetes among minority patients.

- Source: DiabetesJournals.org

### Digital Health Literacy

A presentation that shows the difference between e-health and digital health literacy and its impact on patients in Europe.

- Source: Institute of Health Society

### Factors Affecting Sustainable Adoption of E-health Technology in Developing Countries: An Exploratory Survey of Nigerian Hospitals from the Perspective of Healthcare Professionals

A study showing what affects the adoption of technology for people in Nigeria.

- Source: U.S. National Library of Medicine

### English—Spanish Equivalence of the Health Literacy Assessment Using Talking Touchscreen Technology (Health LiTT)

A study that evaluates health literacy assessment tools and that compare scores between English- and Spanish-speaking individuals.

- Source: National Library of Medicine

### Health Literacy Online—A Guide for Simplifying the User Experience

A website with guidelines to develop health user-friendly websites and digital tools that are easily accessed by all users — including consumers that struggle with Online health information.

- Source: Health.gov

### How Smart Phones can Actually be Good for your Health

An article about smart phones and health literacy improvement.

- Source: Stat News

### Health Literacy and Consumer—Facing Technology: Workshop Summary

Proceedings of a workshop about technology of the Roundtable on Health Literacy.

- Source: National Academy of Sciences

### How Healthcare Technology Shapes Health Literacy? A Systematic Review

A study that shows how technology affects health literacy outcomes and challenges when health literacy initiatives fail.

- Source: Twenty-first Americas Conference on Information Systems,

### Health Literacy and Internet

A report of recommendations to promote health literacy in Europe.

- Source: Eurohealthnet.eu

### Health Literacy and Health Information Technology

An NIH report that evaluates four types of health literacy health information tools.

- Source: National Library of Medicine

### Health Literacy, Vulnerable Patients, and Health Information Technology Use: Where Do We Go from Here?

An article that recommends improving the use of health information technology to improve health literacy.

- Source: Journal of General Internal Medicine

### Health Literacy: How Technology can Help to Empower Patients

An article about the opportunities and advantages of the use of technology by patients.

- Source: The President of the European Parliament

### Health Literacy Assessment Using Talking Touchscreen Technology (Health LiTT)

A study to test a touchscreen technology to assess health literacy.

- Source: NCBI - National Library of Medicine

### Healthcare's Opportunity to Bridge the Digital Divide—and Boost Health Literacy

An article that discusses the digital divide between patient disease management and knowledge.

- Source: chilmarkresearch.com

### Health Literacy and Health Information Technology Adoption: The Potential for a New Digital Divide

A study that evaluates if health literacy is associated with IT tools, such as fitness and nutrition apps, activity trackers, and patient portals.

- Source: NCBI - National Library of Medicine

### Internet Usage by Low—Literacy Adults Seeking Health Information: An Observational Analysis

A study that discusses how low-literacy skills affect adults in accessing and evaluating health information on the Internet.

- Source: Journal of Medical Internet Research



### Online Health-Information Seeking Among Older Populations: Family Influences and the Role of the Medical Professional

A study that highlights how one family member using technology, made a difference in health literacy.

- Source: NCBI - National Library of Medicine

### The Role of Information Technology in Health Literacy Research

A report on the use of technology in health literacy programs and activities.

- Source: Journal of Health Communication International Perspectives

### Patients with Low Health Literacy Less Likely to Use Health IT

A study that shows low literacy is a barrier to use IT technology.

- Source: Healthcare Informatics

### Show, Don't Tell: How Health Education Videos Engage Patients

An article about how health education videos can be important in getting patients engaged and activated in their care.

Source: [www.thewellnessnetwork.net](http://www.thewellnessnetwork.net)

### The Role of Health Literacy in Access to Online Health Information

A study that shows how low levels of health literacy affects online information access.

- Source: Science Direct

### The Atrial Fibrillation Health Literacy Information Technology System: Pilot Assessment

A pilot study of smart phone and the atrial fibrillation health literacy information technology.

- Source: NCBI - National Library of Medicine

### The Electronic Health Literacy and Utilization of Technology for Health in a Remote Hawaiian Community: Lana'i

A study about how a community in Hawaii, still behind in the use of technology-enabled care (TEC) despite the fact that they have access to smart phones and technology at home.

- Source: NCBI - National Library of Medicine

### The Relationship of Health Literacy With Use of Digital Technology for Health Information: Implications for Public Health Practice

A study that shows what are the preferences and usage of digital technologies when accessing health information.

- Source: Wolters Kluwer Health, Inc.

### Using Technology to Promote Health Literacy

An article about technology available for patients with low health literacy.

- Source: [www.healthworkscollective.com](http://www.healthworkscollective.com)







## Health Literacy Initiatives and Programs

This section highlights many programs and initiatives to improve health literacy or the clarity of health information for the consumer.

### American Board of Pediatrics—Health Literacy

A health literacy self-assessment and performance improvement module.

- Source: American Board of Pediatrics

### Arizona Health Literacy Coalition

Arizona-based health literacy coalition formed to educate others about health literacy principles, promote the importance of health literacy, and support the use of plain language.

- Source: Arizona Health Literacy Coalition

### Asian Health Literacy Association (AHA)

The Asian Health Literacy Association website.

- Source: Global Healthcare Information Network

### African Women’s Literacy & Economic Empowerment

A pro-literacy health literacy project in Liberia, South Africa, and Rwanda.

- Source: Pro-Literacy Organization

### Ask Me 3 Campaign

A campaign to help patients become more active members of their health care team, and provide a critical platform to improve communications between patients, families, and health care professionals..

- Source: Institute for Healthcare Improvement/ National Patient Safety Foundation

### Baby Basics Program

A health literacy awareness and support program for professionals serving low-income pregnant women which includes the use of the Baby Basics book.

- Source: The What to Expect Foundation

### Canadian Public Health Association—Health Literacy

The association website which offers facts, tools, strategies and resources related to health literacy and plain language. Its publications include: Easy Does It! (a training packet), Working with Low-literacy Seniors, Creating Plain Language Forms for Seniors, and What the Health! (Health curricula).

- Source: Canadian Public Health Association (CPHA)

### California Health Communication Project

A California-based initiative that provides services to health plans and advocacy programs to develop information to meet health literacy and usability standards.

- Source: Health Research For Action, UV Berkeley

### California Health Literacy Initiative

A California-based organization that provides health literacy resources for educators, health providers, and consumers.

- Source: California Health Literacy Initiative

### Current Health Department Efforts in Health Literacy

A National Academy of Science’s summary workshop that is part of the *Implications of Health Literacy for Public Health: Workshop Summary*. It highlights the Health Department of Louisiana health literacy initiative.

- Source: National Academy of Sciences

### The Diabetes Literacy and Numeracy Education

A toolkit to facilitate diabetes education and management in patients with low literacy and numeracy skills.

- Source: NCBI - U.S. National Library of Medicine

### DLD Health Literacy Initiative

The Division of Library Development (DLD) a Connecticut state library's health literacy initiative.

- Source: American Library Association Public Programs Office

### Family Health Literacy

A health literacy program for families to support their children's health care.

- Source: Early Childhood Learning and Knowledge Center

### Florida Health Literacy Initiative

Activities, programs, grants and information from a Florida Literacy Coalition.

- Source: Florida Literacy Coalition

### Foundation for Enhancing Communities

A health literacy project that promotes activities, program and publications for organizations serving elders with limited literacy skills.

- Source: The Foundation for Enhancing Communities

### Health Literacy a Summary for Clinicians

A report for Australian doctors describing the importance of health literacy.

- Source: [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

### Health Literacy

A website that highlights European programs and publications.

- Source: European Centre for Disease Prevention and Control (ECDC)

### "Health Literacy and America's Health Insurance Plans: Laying the Foundation and Beyond"

The health literacy programs of 31 AHIP member companies

- Source: America's Health Insurance Plans

### Health Literacy: Improving Health, Health Systems, and Health Policy Around the World: Workshop Summary

A National Academy of Science report that describes health literacy programs and initiatives internationally.

- Source: National Academy of Sciences.

### Health Literacy Month

An organization that promotes October as the health literacy month.

- Source: Health Literacy Month

### Horowitz S. Center for Health Literacy

University of Maryland's academic program that conducts research in health communication and health literacy and translates research findings into action and education.

- Source: University of Maryland's School of Public Health

### Health Literacy Programs

Programs by Morris County Organization of the Affairs to help Hispanic families better understand health information.

- Source: [www.HispanicAffairs.net](http://www.HispanicAffairs.net)



### Health Literacy in Oklahoma

A health literacy programs at the library.

- Source: Oklahoma Department of Libraries.

### Health and Literacy in Oklahoma

Description of the health literacy programs in Oklahoma area.

- Source: Oklahoma Department of Libraries.

### Health Literacy Interventions and Outcomes: An Update of the Literacy and Health Outcomes Systematic Review of the Literature

An Agency for Healthcare Research and Quality (AHRQ) article on the effect of health literacy programs about health care service use, health disparities and health outcomes. It includes information interventions that improve health literacy.

- Source: Agency for Healthcare Research and Quality (AHRQ)

### Integrated Health Literacy Program

Health literacy programs and curriculum in Maryland public schools.

- Source: Atlantic General Hospital

### Institute for Healthcare Advancement-Health Literacy

A not-for-profit organization that supports health literacy activities, programs, a discussion list and an annual conference.

- Source: Institute for Healthcare Advancement-Health Literacy

### Health Literacy Studies (HLS)

Harvard School of Public Health's website site on health literacy. Topics include of health literacy overview, literature, research and policy, developed materials and curricula.

- Source: Harvard School of Public Health

### International Health Literacy Association

A new international health literacy association .

- Source: I-HLA.org

### Improving Your Health Literacy: 5 Tips for Managing and Treating Heart Disease in the Information Age

A blog for people diagnosed with heart disease.

- Source: Pennmedicine.org

### Make Your Information Accessible

A website of guidelines, programs and publications to facilitate easy-to-read communication in 16 European languages.

- Source: Easy-to-read.eu

### MetroWest Health Foundation-Health Literacy

The Foundation's health literacy activities.

- Source: MetroWest Health Foundation

### Merck & Co., Inc. Health Literacy

Merck's global health literacy initiatives.

- Source: Merck & Co., Inc.

### Minnesota Health Literacy Partnership

The Minnesota's health literacy partnership to promote health literacy.

- Source: Minnesota Health Literacy Partnership

### Center for Health Literacy

An initiative of the University of Arkansas for Medical Science to improve health literacy in Arkansas.

- Source: www.healthliteracy.uams.edu



### Nordic Health Literacy Network (NorHLnet)

The Nordic Health Literacy network created to facilitate health literacy regional meetings, conference, activities and shared information.

- Source: Health Literacy Europe

### National Health Literacy Policies and What We Can Learn From Them

A health literacy program and policy article from Europe.

- Source: Health Literacy Centre Europe

### NPSF—Health Literacy

The National Patient Safety Foundation health literacy webpage.

- Source: NPSF.org

### Ohio Collaborative for Clear Health Communication

An Ohio-based group of organizations working together to improve health literacy within healthcare systems.

- Source: Ohio State University College of Medicine

### The Pfizer Health Literacy Initiative

A Pfizer-based multi-faceted, multi-disciplinary effort designed to improve patient health outcomes through helping individuals to better understand health care information.

- Source: Pfizer Public Health & Policy Group

### RWJ-Culture of Health-The Imperative to Improve Health Literacy

A Robert Wood Johnson Foundation article about how important is for health care systems to have health literacy programs.

- Source: Robert Wood Johnson Foundation

### Sisters of Charity Foundation of Cleveland- Health Literacy

The foundation position and program website on the issue of health literacy.

- Source: Sisters of Charity Foundation of Cleveland

### The Colorado Health Foundation

Funding sources from the Colorado Health Foundation for health insurance literacy programs.

- Source: The Colorado Health Foundation

### Wisconsin Health Literacy (WHL)

A Wisconsin-based organization planning activities and programs to raise awareness of the importance of health literacy.

- Source: Wisconsin Health Literacy (WHL)



## Research and Bibliographies

Software programs, applications, technology guides, articles and studies to help improve health literacy skills, health communication, materials and the consumer experience. (No descriptions)

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- Source: BMC Public Health

### Association Between Functional Health Literacy and Postoperative Recovery, Health Care Contacts, and Health-Related Quality of Life Among Patients Undergoing Day Surgery

- Source: Jama Network

### A Rapid Evidence Review of Interventions for Improving Health Literacy

- Source: European Centre for Disease Prevention and Control An agency of the European Union

### American Academy of Health Behavior The Role of Health Literacy in Patient – Physician Communication

- Source: NCBI - National Library of Medicine

### Adaptation and Validation of the Oral Health Literacy instrument for the Chilean Population

- Source: NCBI - National Library of Medicine

### Assessing Readability of Patient Education Materials: Current Role in Orthopedics

- Source: NCBI - National Libraries of Medicine

### An Application of Health Literacy Research

- Source: Elsevier

### CDC's Health Literacy Research Webpage

- Source: Center for Diseases Control

### Cancer, Culture and Literacy

- Source: Moffit Cancer Center

### Case Study: Iowa's Health Literacy Collaborative Is Transforming Patient–Provider Communication

- Source: [www.commonwealthfund.org](http://www.commonwealthfund.org)

### Current Research in Health Literacy

- Source: Pfizer.com

### Current Bibliographies in Medicine – Health Literacy

- Source: National Library of Medicine

### Development and Validation of the Chinese Health Literacy Scale for Chronic Care

- Source: NCBI - U.S. National Library of Medicine

### Development of an Easy-to-Use Spanish Health Literacy Assessment Tool “SAHLSA”

- Source: NCBI - U.S. National Library of Medicine

### eHealth and Health Literacy: A Research Methodology Review

- Source: Wiley Online Library

### Evidence Reviews & Research Summaries

- Source: Centers for Disease Control and Prevention

### Gaps in Research on Public Health and Health Literacy (PPT)

- Source: Center for Diseases Control

### Generic Health Literacy Measurement Instruments for Children and Adolescents: A Systematic Review of the Literature

- Source: NCBI - U.S. National Library of Medicine

#### HLRP: Health Literacy Research and Practice

- Source: Healio

#### Health Literacy Practices in Primary Care Settings: Examples from the Field

- Source: The Common Wealth Fund

#### Health Literacy Research- Mehta Family Foundation Innovation Fund Project

- Source: Mehta Family Foundation

#### Health literacy: Research from a South African Province

- Source: Health Writer Hub

#### Herschel S. Horowitz Center for Health Literacy

- Source: University of Maryland School of Public Health

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- Source: Oxford Research Encyclopedias

#### Health Literacy: New Directions in Research, Theory and Practice

- Source: The National Association of Science Writers, Inc.

#### Health Literacy Solutions Lab-Methods to Address Parents and Adolescent's Health Literacy

- Source: Stanford Medicine- Pediatrics

#### Health Literacy Research Methods A Pilot Study Investigation With Adult Beginning Readers

- Source: Sage Journal

#### Health Literacy Network-International Multidisciplinary Research Collaboration

- Source: Worldwide Universities Network.

#### Health Literacy Studies (HLS)

- Source: Harvard School of Public Health

#### Health Information on the Internet: Accessibility, Quality, and Readability in English and Spanish

- Source: NCBI - National Library of Medicine

#### Health Literacy: Setting an International Collaborative Research Agenda

- Source: BMC Family Practice

#### Health Literacy for the General Public: Making a Case for Non-Trivial Visualizations

- Source: SemanticScholar.org

#### Health literacy in Europe: Comparative Results of the European Health Literacy Survey (HLS-EU)

- Source: Oxford Academic

#### Health Literacy: Challenges and Strategies

- Source: The Online Journal of Issues in Nursing

#### Health Literacy Annual Research Conference

- Source: healthliteracyconference@bmc.org

#### Health Literacy-Research

- Source: RAND Corporation

#### Health Literacy in Nephrology: Why Is It Important?

- Source: AKLD Editorial



### Health Literacy Revisited: What do We Mean and Why Does it Matter?

- Source: Oxford Academy

### Health Literacy and Power

Source: Helio - HLRP: Health Literacy Research and Practice

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- Source: NCBI - National Library of Medicine

### Health Literacy and Nurses' Communication With Type 2 Diabetes Patients in Primary Care Settings

- Source: Nursing Research

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- Source: BioMed Central Ltd

### Health Literacy in Childhood and Youth: a Systematic Review of Definitions and Models

- Source: BioMed Central Ltd

### Health Literacy Universal Precautions Are Still a Distant Dream: Analysis of U.S. Data on Health Literate Practices

- Source: Helio - HLRP: Health Literacy Research and Practice

### How the Stigma of Low Literacy can Impair Patient-professional Spoken Interactions and Affect Health: Insights from a Qualitative Investigation

- Source: NCBI - National Library of Medicine

### Impact of Inadequate Health Literacy on Patient Satisfaction, Healthcare Utilization, and Expenditures Among Older Adults

- Source: Science Direct- Elsevier

### Is Health Education at University Associated with Students' Health Literacy? Evidence from Cross-Sectional Study Applying HLS-EU-Q

- Source: BioMed Research International

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- Source: CiteULike online bibliography manager

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- Source: Science Direct

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Source: NCBI - National Library of Medicine

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- Source: IOS Press

### Limited Health Literacy in Advanced Kidney Disease

- Source: International Society of Nephrology



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### Making the Case for Information

- Source: Patient Information Forum

### Making Health Information Meaningful: Children's Health Literacy Practices

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### Mental Health Literacy in Young Adults: Adaptation and Psychometric Properties of the Mental Health Literacy Questionnaire

- Source: [www.encontrarse.pt](http://www.encontrarse.pt)

### Maryland Researchers Study How Children Develop Health Literacy

- Source: Association of Schools and Programs of Public Health

### Mitigating the Effects of Low Health Literacy

- Source: PubMed—U.S. National Library of Medicine

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- Source: Academic Pediatrics

### Pharmacy Research on Health Literacy can Contribute to National Goals and Health Care System Improvements

Source: National Library of Medicine

### Performance of a Brief Survey to Assess Health Literacy in Patients Receiving Hemodialysis

- Source: Clinical Kidney Association

### Promoting the Intersection of Research on Health Literacy and Patient-Centered Care

- Source: [www.pcori.org](http://www.pcori.org)

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- Source: European Journal of Public Health

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- Source: LINCS

### Relationship Between Health Literacy, Health-Related Behaviors and Health Status: A Survey of Elderly Chinese

- Source: NCBI - U.S. National Library of Medicine





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- Source: <https://lincs.ed.gov>

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- Source: NCBI - U.S. National Library of Medicine

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- Source: Sage Journal

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- Source: Editorial Board of Population Research

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- Source: NCBI National Library of Medicine

Understanding Health Literacy and its Barriers-A Bibliography with 651 Citations

- Source: U.S. National Library of Medicine

Understanding Barriers to Optimal Medication Management for Those Requiring Long-term Dialysis: Rationale and Design for an Observational Study, and a Quantitative Description of Study Variables and Data

- Source: BMC Nephrology

Why Parents Seek Care for Acute Illness in the Clinic or the ED: The Role of Health Literacy

- Source: Academic Pediatrics

Which Health Literacy Skills Are Associated with Smoking?

- Source: Zahedan Journal of Research in Medical Sciences





## Training, Education, and Conferences

Everything training: Training programs, curriculums, education, conferences, and articles.

### CONFERENCES

#### Clarity Conference-International Conference for the Legal Community

An international conference for the legal community.

- Source: Clarity International

#### National Conference on Health Communication, Marketing, and Media

An annual conference in Atlanta Georgia which is planned by the Centers for Disease Control and Prevention (CDC), the National Public Health Information Coalition and the Society for Health Communication.

- Source: Center for Diseases Control

#### Health Literacy Annual Research Conference (HARC)

A national conference for investigators dedicated to health literacy research.

- Source: Boston University Medical Campus

#### IHA's Annual Health Literacy Conference

A national health literacy conference in California, which is planned by the Institute for Healthcare Advancement.

- Source: Institute for Healthcare Advancement

#### Wisconsin Health Literacy Summit (Biannual)

- Source: Wisconsin Health Literacy

#### International Conferences on Communication in Healthcare (ICCH)

An international conference convened in a different country each year.

- Source: EACH: International Association for Communication in Healthcare

#### Asian Health Literacy Association (AHLA)

A conference in Europe planned by the Asian Health Literacy Association.

- Source: Asian Health Literacy Association

#### Oregon and S.W. Washington Health Literacy Conference

A health literacy conference planned by Legacy Health.

- Source: Legacy Health

#### Plain Talk in Complex Times

A plain language conference and "Communications Tune Up" Webinar Series.

- Source: Center For Health Literacy -Maximus

#### PLAIN International Conference

An international biannual conference on plain language held in a different country each year.

- Source: Plain Language Association International (PLAIN)

#### Texas Health Literacy Conference

An annual health literacy conference planned by the San Antonio Health Literacy Initiative (SAHLI).

- Source: San Antonio Health Literacy Initiative (SAHLI)

### TRAINING RESOURCES:

#### Always Use Teach-back! Training Toolkit

A toolkit to help health care providers learn how to use teach-back technique.

- Source: [www.teachbacktraining.org](http://www.teachbacktraining.org)

### AMA Health Literacy and Patient Safety: Help Patients Understand

The AMA Foundation health literacy training manual.

- Source: American Medical Association Foundation

### A Health Literacy Training Intervention for Physicians and Other Health Professionals

An article about the effectiveness of health literacy training for health professionals.

- Source: Society of Teachers of Family Medicine

### Center for Diseases Control Health Literacy Online Training

Five online health literacy courses for health care professionals.

- Source: CDC

### Cultural Competency/Health Literacy 101

A health literacy and cultural competency training program for organizations.

- Source: Central New York Care Collaborative

### Cultural Competency and Health-Care Literacy Training

A health literacy and cultural competency training the staff of Superior Health Plan, a Texas-based managed care organization.

- Source: Superior Health Plan

### Evaluating Internet Health Information: National Library of Medicine's Online Tutorial About Evaluating Health Information

An online training to evaluate health documents.

- Source: MedlinePlus

### El Paso Community College/Community Education Program Health Literacy Curriculum

A curriculum to teach health literacy to students attending classes at the community college.

- Source: El Paso Collaborative-Health Literacy

### Health Literacy Study Circle

The World Education training for adult and health educators.

- Source: [www.ncsall.net](http://www.ncsall.net)

### Health Literacy & Culture

Training for health professional on health literacy targeting diverse groups. The training offers CME credits.

- Source: University of Minnesota School of Public Health

### Health Literacy Course

A literacy course developed by the Centre for Culture, Ethnicity and Health (CEH) in Australia.

- Source: Centre for Culture, Ethnicity & Health

### Health Literacy Employee Training Program

A health literacy employee training program.

- Source: Rutgers Office of Continuing Professional Education

### Health Literacy and Plain Language Training

Health Literacy Advisor (HLA) training and customized health literacy training and consulting services to support the Health Literacy Advisor and use by its clients.

- Source: Health Literacy Innovations



### Health Literacy Training for Health Professions Students

National Library of Medicine article about the effectiveness of health literacy and plain language materials simplification for health professional students.

- Source: NCBI - U.S. National Library of Medicine

### Health Literacy Training for Public Health Nurses In Fukushima: A Case-Study Of Program Adaptation, Implementation And Evaluation

A report that provides health literacy training for professionals in Fukushima City.

- Source: PubMed U. S. National Library of Medicine

### Health Literacy Training Among Graduating Categorical Pediatric Residents

A study that shows the awareness level of health literacy training among pediatric residents.

- Source: American Academy of Pediatrics

### Health Literacy 101: Introducing Health Literacy to the Professional

A training targeted to health professionals and which includes CMEs.

- Source: University of Kentucky College of Pharmacy

### Health Literacy Leadership

A one-week program for health professionals and those working with low health literacy learners.

- Source: Tufts University School of Medicine Boston Health Sciences Campus

### “Development and Implementation of a Health Literacy Training Program for Medical Residents”

An article on a health literacy training program for medical residents.

- Source: Tandfonline.com

### Effective Communication Tools for Healthcare Professionals: Addressing Health Literacy, Cultural Competency, and Limited English Proficiency

A training for health professionals on improving health communications.

- Source: Agency for Healthcare Research and Quality

### Medical Home – Health Literacy Training

Online health literacy training with CME credits for physicians in Alabama.

- Source: National Center for Medical Home Implementation

### National Institutes of Health (NIH) Plain Language Online Training

A free online training for anyone providing public health services.

- Source: National Institutes of Health

### N812 Health Literacy in Research and Practice

A course on how to conduct health literacy research.

- Source: University of Massachusetts Medical School Graduate School of Nursing

### The New York–New Jersey Public Health Training Center (NYNJ PHTC)

Health literacy training including strategies for creating public health messages. It also offers continuing education credits.

- Sources: New York New Jersey Public Health Training Center



### PlainTrain, the Plain Language Online Training Program

A free online training to learn how to write clear and create clear materials.

- Source: Plain Language Online Training

### Pennsylvania Health Literacy Coalition (PA-HLC)

A health literacy training program for health professional organizations.

- Source: Health Care Improvement Foundation

### Putting Health Literacy into Practice: A Pediatric Approach

A website with presentations from a 2007 American Academy of Pediatric conference, which includes health literacy awareness, its impact, and techniques for providers.

- Source: American Academy of Pediatrics

### Wisconsin Health Literacy (WHL)

Biannual Wisconsin health literacy summit.

- Source: Wisconsinliteracy.org

### Strategies to Improve Communication between Pharmacy Staff and Patients

A training curriculum for pharmacy staff that introduces low health literacy, its implications, and techniques to improve communication with patients with limited health literacy skills.

- Source: Agency for Healthcare Research and Quality (AHRQ)

### The Health Literacy Resource Center

The California Health Literacy Initiative resource, which offers health literacy training for literacy practitioners, health care and adult literacy professionals.

- Source: California Health Literacy Initiative

### Unified Health Communication 101: Addressing Health Literacy, Cultural Competency, and Limited English Proficiency

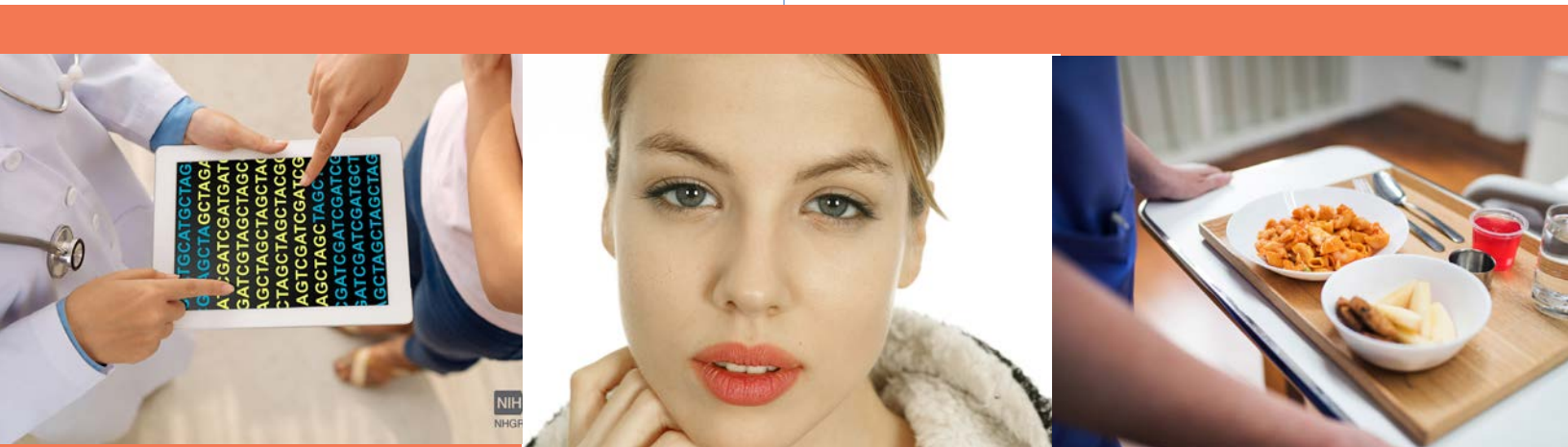
An online course for public health professionals to communicate better with patients with poor English skills and limited health literacy.

- Source: Health Resources and Service Administration (HRSA)

### Training of Trainers Module 1: Introduction to Health Literacy

A training program for health professionals serving communities highly affected by HIV/AIDS.

- Source: Target Center



# Unique Focus-Health Literacy Resources



**Health Literacy and Patient Materials, Funding, Health Insurance, Cost, Conditions and Diseases, Oral Health, Readability, Illustrations, Graphics, Videos, Books and much more.**

Health literacy resources with a special focus, such as consumer information, diseases and conditions, graphics and illustrations, funding sources, and more. (No descriptions)

## PATIENT HEALTH MATERIALS AND INFORMATION

**"AAP – Plain Language Pediatric Patient Education: Handouts for Common Pediatric Topics"**

- Source: American Academy of Family Pediatrics

**ACU-Patient Education Materials**

- Source: Association of Clinicians for the Underserved

**Advanced Directives Form**

- Source: IHA Institute for Healthcare Advancement

**Blood Pressure Patient Handouts**

- Source: Preventive Cardiovascular Nurses Association

**Breast Cancer Information**

Source: Breastcancer.org

**"Better Diabetes Care for Patients with Low Health Literacy"**

- Source: The Commonwealth Fund, The California Endowment, and the Agency for Healthcare Quality and Research

**CDC Free Resources**

- Source: Center for Disease Control

**Cancer A–Z**

Source: American Cancer Society, Inc.

**Easy-to-read handouts and safety tip sheets in other languages**

- Source: National Fire Protection Association

**EthnoMed**

- Source: EthnoMed

**Exceptional Lives**

- Source: [www.ExceptionalLives.org](http://www.ExceptionalLives.org)

**FamilyDoctor**

- Source: Familydoctor

**FDA-Consumer Information by Audience**

- Source: U. S. Food and Drug Administration

**Guidelines for the American Thoracic Society**

- Source: American Thoracic Society

**Living Beyond Breast Cancer Guides**

- Source: Living Beyond Breast Cancer

**Healthy Roads Media**

- Source: Healthy Roads Media

**Health Information**

- Source: National Institutes of Health

#### Health Information Translations

- Source: Health Information Translations

#### Healthfinder.gov-Live Well. Learn How

- Source: U.S. Department of Health and Human Services

#### Kaiser Permanente-Patient Health Education

- Source: Kaiser Foundation Health Plan of Washington

#### KidsHealth

- Source: The Nemours Foundation

#### Latino Cardiovascular Health

- Source: U.S. Department of Health and Human Services

#### Maternal/Child Easy-to-Read Materials

- Source: March of Dimes Foundation

#### “Making the Choice – Deciding What to Do About Early Stage Prostate Cancer”

- Source: The Michigan Cancer Consortium (MCC)

#### Medline Plus Easy-to-Read Health Materials

- Source: U.S. National Library of Medicine

#### Mental Health & High School Curriculum Guide

- Source: TeenMentalHealth.org

#### NIDDK- Health Information

- Source: NIH. National Institute of Diabetes and Digestive and Kidney Diseases.

#### New Era Of Patient Engagement

- Source: HealthAffairs.org

#### “Patient Education Materials”

- Source: College of Medicine Florida State University

#### American College of Physicians-Patient Education-Topics & Conditions

- Source: ACP American College of Physicians Foundation

#### Learning About Diabetes

A non-profit organization providing easy-to-read information about diabetes.

- Source: Learning About Diabetes

#### Health Literacy for Interprofessional Education (IPE) eToolkit

- Source: Pacific University Libraries

#### Patient Health Information You Can Trust

- Source: Patient Platform Limited

#### Exchange - Multilingual Health Resources

- Source: Exchange partnership in Minnesota

#### “Taking Care of Myself: A Guide for When I Leave the Hospital”

- Source: Agency for Healthcare Research and Quality (AHRQ) and National Institutes of Health (NIH)

#### ULA Health-Interactive Patient Education Videos

- Source: University of California

#### UPMC Patient Education Materials

- Source: UPMC-Affiliated with the University of Pittsburgh Schools of the Health Sciences



### “What I Need to Know About Diabetes”

- Source: NDIC—National Institute of Diabetes and Digestive and Kidney Diseases

### Video Library

- Source: Institute for Healthcare Improvement

## FUNDING

### NIH-Grants and Funding: Extramural Programs (EP)

- Source: National Library of Medicine

### PCORI -Patient-Centered Outcomes Research Institute

- Source: PCORI

### Communicating Research Intent and Value in NIH Applications: Plain Language Examples

- Source: Grants.gov

### AHRQ Funding Opportunities

- Source: Agency for Healthcare Research and Quality (AHRQ) and National Institutes of Health (NIH)

### Health Literacy Award

- Source: National Libraries of Medicine

### Rural Health Information- About Grants for Research

- Source: RHHub—Rural Health Information

### Funding Opportunity: Health Insurance Literacy

- Source: The Colorado Health Foundation

## COST OF HEALTH LITERACY

“The \$73 billion hidden problem of the health care industry – Your employees may be functionally literate, but are they health literate?”

- Source: High Bean Research

### Low Health Literacy: Implications for National Health Policy

A U.S. report that includes cost calculations due to low health literacy

- Source: Publichealth.gwu.edu

### Relationship Between Health Care Costs and Very Low Literacy Skills in a Medically Needy and Indigent Medicaid Population

- Source: National Libraries of Medicine

### Association Between Health Literacy and Medical Care Costs in an Integrated Healthcare System: a Regional Population Based Study

- Source: BMC Health Services Research

## HEALTH INSURANCE

“A New Level of Understanding. Health insurers are developing health literacy initiatives and taking steps to help consumers get clear information”

- Source: PubMed U.S. National Library of Medicine

“Assessing Americans’ Familiarity With Health Insurance Terms and Concepts”

- Source: KFF.org

### Health Literacy and America’s Health Insurance Plans: Laying the Foundation and Beyond

- Source: America’s Health Insurance Plans





“Health Literacy and Health Insurance Literacy: Do Consumers Know What They Are Buying?”

- Source: Alliance for Health Care Reform

Health Literacy & Health Insurance Literacy: Helping Consumers Access Care and Use Coverage

- Source: TargetCenter

“Health Literacy Implications of the Affordable Care Act”

- Source: Center for Health Care Strategies

“Measuring Health Insurance Literacy: A Call to Action”

- Source: Consumers Union

“Low ACA Knowledge And Health Literacy Hinder Young Adult Marketplace Enrollment”

- Source: Health Affairs

Measuring Health Insurance Literacy

- Source: American Institutes for Research

## PATIENT CONDITIONS/DISEASES AND HEALTH LITERACY

Guidelines for Helping the Confused Older Person

- Source: [www.mhfa.com.au](http://www.mhfa.com.au)

Health Literacy: Impact on the Health of HIV-Infected Individuals

- Source: National Center for Biotechnology Information, U.S. National Library of Medicine

“Low ‘Health Literacy’ Increases Patients’ Chance of Death”

- Source: [www.usatoday30.usatoday.com](http://www.usatoday30.usatoday.com)

Health Literacy-Audiology

- Source: [Asha.org](http://Asha.org)

Health Literacy and the Quality of Physician-patient Communication During Hospitalization

- Source: NCBI - U.S. National Library of Medicine

“Health Literacy: The Gap Between Physicians and Patients”

- Source: American Academy of Family Physicians

“Health Literacy Among Medicare Enrollees in a Managed Care Organization”

Source: JAMA

Improving Health Literacy to Reduce Readmissions

- Source: National Healthcare Conferences

Kidney Disease Patients With Poor Health Literacy Are Less Likely To Receive Kidney Transplants

- Source: MNT home

Low Health Literacy Hits Physicians Where it Hurts

- Source: MD Magazine

Patient Health Literacy: Implications for Physician Practice and Health System Planning

- Source: [OMA.org](http://OMA.org)

Poor Health Literacy Poses Risks for Pacemaker, Defibrillator Patients

- Source: ScienceDaily-Your source for the latest research news



#### Promoting Health Literacy in Schools

- Source: ScienceDaily-Your source for the latest research news

#### Reading Grade Level Too High for Most Online Lung-Cancer Screening Patient Materials

- Source: Diagnostic Imaging

#### The Association Between Health Literacy and HIV Treatment Adherence: Further Evidence from Objectively Measured Medication Adherence

- Source: NCBI - U.S. National Library of Medicine

#### Relationship between HIV Prevention and Health Literacy: A Critical Literature Review

- Source: APHA Scientific Session and Event Listing

#### "Top 10 Patient Safety Concerns for Healthcare Organizations 2018"

- Source: Patientengagementhit.com

#### Global Pharma Compliance Congresses-Using Health Literacy Guidelines to Improve Discharge Education and the Post-Hospital Transition: A Quality Improvement Project

- Source: NCBI - U.S. National Library of Medicine

### HEALTH LITERACY AND ORAL HEALTH

#### Oral Health Literacy as a Pathway to Health Equity Proceedings of the third National Leadership Meeting on Oral Health Literacy

- Source: NCBI - U.S. National Oral Health Alliance

#### Health Literacy in Dentistry

- Source: American Dentist Association

#### Caregiver's Oral Health Literacy is Associated with Prevalence of Untreated Dental Caries in Preschool Children

- Source: Elsevier

#### Oral Health Literacy and Dental Public Health

- Source: American Association of Public Health Dentistry

### HEALTH LITERACY AND VISION HEALTH

#### A Study of the Health Literacy Needs of People With Visual Impairments

- Source: Research Gate

#### Reprint of: Health literacy in Canada and the Ophthalmology Patient

- Source: Canada Journal of Ophthalmology

#### Danger of Low Eye Health Literacy

- Source: Optometry Today

#### Designing for People with Partial Sight

- Source: Lighthouse International

#### More than Meets the Eye: Relationship Between Low Health Literacy and Poor Vision in Hospitalized Patients

- Source: NCBI - U.S. National Library of Medicine



#### Promoting Health Literacy in Older Adults With Low Vision

- Source: Wolters Kluwer Health

#### Visual Impairment-Quick Guide to Health Literacy and Older Adults

- Source: Health.gov

#### When Vision Is an Issue: Communicating With Patients Who Are Visually Impaired

- Source: Healthliteracy.com

### HEALTH LITERACY AND HEART HEALTH

#### Health Literacy and Outcomes in Patients With Heart Failure: A Prospective Community Study

- Source: Scencedirect.com

#### Heart Failure and Low Health Literacy: Mitigating This Lethal Combination

- Source: American Association of Critical-Care Nurses

#### Relationship of Health Literacy of Heart Failure Patients and Their Family Members on Heart Failure Knowledge and Self-Care

- Source: Sage Journals

#### The Impact of Low Health Literacy on Heart Disease

- Source: Impella.com

#### Health Literacy and Heart Failure

- Source: NCBI - U.S. National Library of Medicine

#### Health Literacy and Heart Failure: A Systematic Review

- Source: NCBI - U.S. National Library of Medicine

### READABILITY AND UNDERSTANDABILITY OF HEALTH INFORMATION

#### A Tale of Two Handouts: Applying Health Literacy Recommendations to Improve Readability of Printed Patient Education Materials

- Source: www.healthcommunications.org

#### American Academy of Family Physicians Patient Education Materials: Can Patients Read Them?

- Source: NCBI - U.S. National Library of Medicine

#### Assessing Readability of Patient Education Materials: Current Role in Orthopaedics

- Source: NCBI - U.S. National Library of Medicine

#### Assessing Readability Formula Differences with Written Health Information Materials: Application, Results, and Recommendations

- Source: NCBI - U.S. National Library of Medicine

#### Computerized Versus Hand-scored Health Literacy Tools: A Comparison of Simple Measure of Gobbledygook (SMOG) and Flesch-Kincaid in Printed Patient Education Materials

- Source: Journal of the Medical Library Association



#### Consent Form Readability Tips

- Source: [www.marywood.edu](http://www.marywood.edu)

#### Considering the Flesch-Kincaid (F-K) Grade Level? A Newsletter by Health Literacy Innovations

- Source: [www.HealthLiteracyInnovations.com](http://www.HealthLiteracyInnovations.com)

#### Doctors Told to Dispense with Confusing Medical Jargon

- Source: Guardian News

#### Do Patients Understand?

- Source: NBCI - U.S. National Library of Medicine  
National Institutes of Health

#### Evaluation of Literacy Level of Patient Education Pages in Health Related Journals

- Source: Springer Link

#### Emergency Department Patient Literacy and the Readability of Patient-directed Materials

- Source: NCBI - U.S. National Library of Medicine

#### Family Physicians Patient Education Materials: Can Patients Read Them?

- Source: NCBI - U. S. National Library of Medicine

#### Focus on Readability and Readability Indices-A Newsletter by Health Literacy Innovations

- Source: [www.HealthLiteracyInnovations.com](http://www.HealthLiteracyInnovations.com)

#### Health Communications Toolkit: Improving Readability of Patient Education Materials

- Source: Institutes for Healthcare Improvement

#### Improving Readability of Patient Education Materials

- Source: NCBI - U.S. National Library of Medicine

#### Medical Word Use in Clinical Encounters

- Source: NCBI - U.S. National Library of Medicine

#### Medical Terminology in Online Patient-patient Communication: Evidence of High Health Literacy?

- Source: NCBI - U.S. National Library of Medicine

#### Readability Formulas and User Perceptions of Electronic Health Records Difficulty: A Corpus Study

- Source: National Library of Medicine

#### Readability Formulas: Application to Health Care

- Source: [www.asha.org](http://www.asha.org)

#### “Readability: Its Past, Present, and Future”

- Source: ERIC

#### Readability of Patient Education Materials on the American Association for Surgery of Trauma Website

- Source: Advances in Preventive Medicine

#### Readability Assessment of Online Patient Education Material on Congestive Heart Failure

- Source: Advances in Preventive Medicine

#### Reading Level of Internet Medical Information for Common Diagnoses

- Source: The American Journal of Medicine Blog



#### Readability of Pediatric Patient Education Materials

- Source: SAGE Journal

#### Readability Levels of Dental Patient Education Brochures

- American Dental Hygienists' Association

#### Readability of Patient Education Materials in Ophthalmology: A Single-institution Study and systematic Review

- Source: Springer Link

#### Readability of Patient Discharge Instructions With and Without the Use of Electronically Available Disease-specific Templates

- Source: NCBI - U.S. National Library of Medicine

#### Simplifying Information Aids Fight Against Childhood Obesity, Study Finds

- Source: ScienceDaily-Your source for the latest research news

#### The Use of Readability Formulas in Health Care

- Source: Tandfonline.com

#### The Impact of Medical Terminology on Readability of Patient Education Materials

- Source: NCBI - U.S. National Library of Medicine

#### The Gap Between Patient Reading Comprehension and the Readability of Patient Education Materials

- Source: NCBI - U.S. National Library of Medicine

#### The Use of Illustrations and Narrative Text Style to Improve Readability of a Health Education Brochure

- Source: Taylor & Francis Group Content

#### The Readability of Online Patient Education Materials from Major Anesthesiology Associations and the American Society of Anesthesiologists

- Source: Scientific Research Publishing Inc.

#### What Grade Level are Your Patient Education Materials?

- Source: Healthcarecommunication.wordpress

### ILLUSTRATIONS AND PHOTOS FOR DESIGN

#### Centers for Disease Control and Prevention: Public Health Image Library (PHIL)

- Source: CDC.gov

#### National Human Genome Research Institute-Images

- Source: Flickr - National Human Genome—NIH

#### National Institute Of Allergies and Infectious Diseases—Images

- Source: NIH Image Gallery Follow

#### National Institute of General Medical Sciences—Images

- Source: National Institute of General Medical Sciences

#### National Institute of Mental Health—Images

- Source: National Institute of Mental Health-NIH

#### National Cancer Institute-Visual Online

- Source: National Cancer Institute



#### Library of Congress–Digital Collections

- Source: Library of Congress

#### Flickr

- Source: Flickr.com

#### HHS Image Galleries

- Source: www.HHS.gov

#### National Eye Institute-Photos, Images, and Videos Catalog

- Source: National Eye Institutes

#### U.S. Government Photos and Images

- Source: USA.gov

#### USP Pictograms

- Source: The U.S. Pharmacopeia

#### U.S. Census Photos

- Source: USA.gov

#### Pexels-Royalty Free Stock Photos

- Source: Pexels.com

#### Public Domain Pictures

- Source: www.publicdomainpictures.net/

#### Visualizing Health (Health Data Illustrations)

- Source: Visualizing Health

### HEALTH LITERACY AND GRAPHICS

#### Comprehensibility of Universal Healthcare Symbols for Wayfinding in Healthcare Facilities

- Source: NCBI - U.S. National Library of Medicine

#### Fotonovelas: A Health Literacy Tool for Educating Latino Older Adults About Dementia

- Source: NCBI - U.S. National Library of Medicine

#### Language, Literacy, and Communication Regarding Medication in an Anticoagulation Clinic: Are Pictures Better Than Words?

- Source: Agency for Healthcare Research and Quality (AHRQ)

#### Picture Stories for Adult ESL Health Literacy

- Source: www.cal.org

#### Salud de la Mujer: Using Fotonovelas to Increase Health Literacy Among Latinas

- Source: NCBI - U.S. National Library of Medicine

#### The Participatory Process: Producing Photoliterature

- Source: Eric

#### The Role of Pictures in Improving Health Communication: A Review of Research on Attention, Comprehension, Recall, and Adherence

- Source: NCBI - U.S. National Library of Medicine

#### Universal Symbols in Health Care

- Source: Segd.org

#### Visual Communication Resources

- Source: Centers for Disease Control and Prevention

#### Within the Eyes of the People: Using a Photonovel as a Consciousness-raising Health Literacy Tool with ESL-Speaking Immigrant Women

- Source: Can J Public Health



## HEALTH LITERACY BY POPULATION

National Women's Health Report: Women and Health Literacy - October 2004

- Source: National Women Health Resource Center

A Critical Review of Population Health Literacy Assessment

- Source: NCBI - U.S. National Library of Medicine

Health Literacy Population Assessments

- Source: Health Literacy Studies- Harvard

Health Literacy Among Populations at Risk

- Source: Centers for Disease Control

The SHARE Approach

- Source: Agency for Healthcare Research and Quality--AHRQ

## HEALTH LITERACY & THE LAW

Centre for Health Ethics Law and Development- Health Literacy

- Source: Centre for Health Ethics Law and Development - CHELO

Health Literacy and the 'Inverse Information Law'

- Source: NCBI - U.S. National Library of Medicine

The Plain Writing Act of 2010

- Source: [www.plainlanguage.gov](http://www.plainlanguage.gov)

Using Law to Fight a Silent Epidemic: The Role of Healthy Literacy in Health Care Access, Quality & Cost

- Source: [www.ncbi.nlm.nih.gov](http://www.ncbi.nlm.nih.gov)

Health and Legal Literacy for Migrants: Twinned Strands Woven in the Cloth of Social Justice and the Human Right to Health Care

- Source: NCBI - U.S. National Library of Medicine

D.C. Law 22-66. Health Literacy Council Establishment Act of 2017

- Source: Council of the District of Columbia

Law Enforcement, Risk Management, and Health Literacy (HLOL #169)

- Source: [www.healthliteracy.com](http://www.healthliteracy.com)

Plain Language in Healthcare: What Lawyers Need to Know About Health Literacy

- Source: [www.papers.ssrn.com](http://www.papers.ssrn.com)





## Videos and Publications-Books

Selected resources—videos and books—on health literacy, plain language, health communication, patient education, health fields and readability. The videos source is the creator of the video, but it may be published in another media source. (No descriptions)

### VIDEOS

#### PLEASE NOTE:

The hotlinks in this section do not work, you have to copy and paste the video's URL into your browser.

#### ACP Foundation Health Literacy Video

- Source: American College of Physicians Foundation  
[https://www.youtube.com/watch?v=evvez\\_hZke4](https://www.youtube.com/watch?v=evvez_hZke4)

#### AMA Health Literacy Video - Short Version

- Source: American Medical Association (AMA)  
<https://www.youtube.com/watch?v=BgTuD7l7LG8>

#### Are You Confused About Health Information? You're Not Alone

- Source: TEDxMidAtlantic  
<https://www.youtube.com/watch?v=x6DLqtaK2g>

#### Demand to Understand: How Plain Language Makes Life Simpler

- Source: TEDx Talks  
<https://www.youtube.com/watch?v=OXcLwZOE1s>

#### Health Literacy for Healthcare Professionals

- Source: Kelli K  
<https://www.youtube.com/watch?v=JERl9IsJJfQ>

#### Health Literacy Basics for Health Professionals

- Source: Vancouver Coastal Health Primary Care  
[https://www.youtube.com/watch?v=\\_8w9kdcRgsl](https://www.youtube.com/watch?v=_8w9kdcRgsl)

#### Health Literacy: What You Don't Know Will Hurt You

- Source: East Tennessee State University  
<https://www.youtube.com/watch?v=TM8UCR1Vub4>

#### Health Literacy and Cultural Competency

- Source: PFontJr  
[https://www.youtube.com/watch?v=ZsX0ha\\_rlBg](https://www.youtube.com/watch?v=ZsX0ha_rlBg)

#### Health Literacy Skit

- Source: Miky Woods  
<https://www.youtube.com/watch?v=A0QTVuupZWc>

#### Health Literacy: A Prescription to End Confusion

- Source: NASEM Health and Medicine Division  
<https://www.youtube.com/watch?v=iBy3l7YKCCQQ>

#### How to Use Plain Language on Government Websites

- Source: WebContent.gov  
<https://www.youtube.com/watch?v=QtXSCw-phuzg>

#### Health Literacy Motiongraphic (HLS-EU)

- Source: Zjelco Felder  
<https://www.youtube.com/watch?v=fzMA9TIP-JUk>



### Health Literacy Tools: Defining Health Literacy- Part 1 of 5

- Source: Health Literacy Tools
  - <https://www.youtube.com/watch?v=2KnTdGSNfbg>
  - <https://www.youtube.com/watch?v=7gCwj1b0ZIs>
  - [https://www.youtube.com/watch?v=NVC82Znn\\_2Q](https://www.youtube.com/watch?v=NVC82Znn_2Q)
  - <https://www.youtube.com/watch?v=7XF7mvvAh-U>
  - <https://www.youtube.com/watch?v=aQKcyAFpxWc>

### Health Literacy Umbrella

- Source: CC MI  
<https://www.youtube.com/watch?v=IK4FCCMcC1A>

### How to write plain legal English: Unit 1

- Source: Written Legal English  
<https://www.youtube.com/watch?v=uSzdR3o0Ruc>

### Health Literacy and Cultural Competency

- Source: SC Communications (Australia)  
[https://www.youtube.com/watch?v=ZsX0ha\\_rIBg](https://www.youtube.com/watch?v=ZsX0ha_rIBg)

### Health literacy and Patient Safety

- Source: LIFEWAVE HOSPITAL  
<https://www.youtube.com/watch?v=JO-vBuedYOnw>

### Health Literacy Begins With You Improving Americans Health Literacy

- Source: Gateway Health Plan Inc  
<https://www.youtube.com/watch?v=XOwmf9n-QyUA>

### Improving Americans Health Literacy

- Source: Harvard School of Public Health  
[https://www.youtube.com/watch?v=\\_d-dtYTp-dCw](https://www.youtube.com/watch?v=_d-dtYTp-dCw)

### Introduction to Physical & Health Literacy

- Source: Ophea Canada  
[https://www.youtube.com/watch?v=\\_okRtLv-7Sk](https://www.youtube.com/watch?v=_okRtLv-7Sk)

### IOM Health Literacy Video

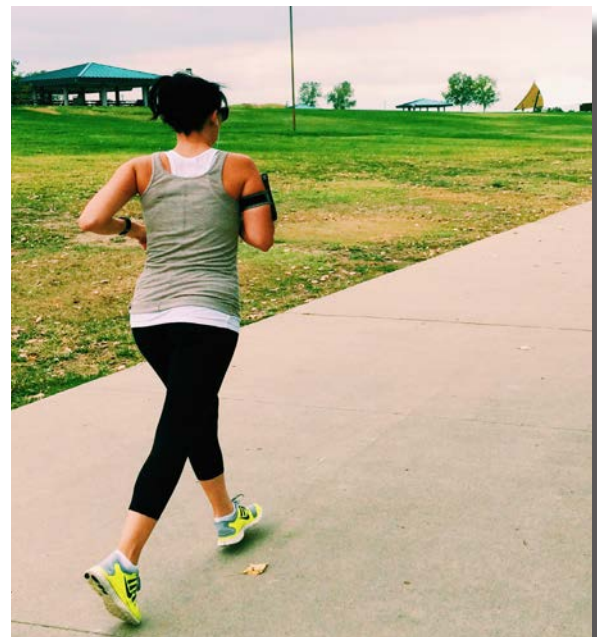
- Source: IOM  
<https://www.youtube.com/watch?v=39A9oU-gOOA>

### Institute for Healthcare Improvement - Video Library

- Source: Institute for Healthcare Improvement  
<http://www.ihi.org/education/IHIOpenSchool/resources/Pages/AudioandVideo/default.aspx>

### Let's Simplify Legal Jargon!

- Source: Alan SiegelatTED2010  
[https://www.ted.com/talks/alan\\_siegel\\_let\\_s\\_simplify\\_legal\\_jargon?language=en](https://www.ted.com/talks/alan_siegel_let_s_simplify_legal_jargon?language=en)



### Low Health Literacy: You Can't Tell by Looking and Health Literacy and Patient Safety: Help Patients Understand

- Source: American Medical Association (AMA)  
[https://www.youtube.com/watch?v=cGtTZ\\_vxjyA](https://www.youtube.com/watch?v=cGtTZ_vxjyA)

### Mental Health Literacy can be Taught in Grade School

- Source: TEDxLincolnSquare  
[https://www.youtube.com/watch?v=6d2\\_\\_\\_WYApw](https://www.youtube.com/watch?v=6d2___WYApw)

### Making Labels Easy to Read and Understand

- Source: Wisconsin Health Literacy  
<https://www.youtube.com/watch?v=LufgSwVVdcU>

### Plain Language Writing

- Source: Lakeview Public Relations  
<https://www.youtube.com/watch?v=hV5JqzHBfNg>

### Plain Language Spectrum: Every Step Counts!

- Source: DigitalGov  
<https://www.youtube.com/watch?v=TGYhWjSmDvs>

### Plain Language with Brian Lieb

- Source: Minnesota DNR  
<https://www.youtube.com/watch?v=mBtMgn-nJ948>

### Plain Language: Say It Simply

- Source: Minnesota DHS Training  
<https://www.youtube.com/watch?v=9X8RVXAskPU>

### Plain Language Training

- Source: Defense Visual Distribution Services  
<https://www.youtube.com/watch?v=Gjo8s9QMUWo>

### Plain Language Writing

- Source: Carleton College  
<https://www.youtube.com/watch?v=7h0cUVmd9pw>

### Plain Language - Writing for the Web

- Source: DigitalGov  
<https://www.youtube.com/watch?v=BB7oznn-z3IQ>

### Richard Carmona Health Literacy: Cultural Competency

- Source: UW - Department of Family Medicine and Community Health  
[https://www.youtube.com/watch?v=OsWr\\_4ksB58](https://www.youtube.com/watch?v=OsWr_4ksB58)

### Social Media: You Still Need Plain Language

- Source: DigitalGov  
<https://www.youtube.com/watch?v=W756zlegQB8>

### This is Bad Enough

- Source: Creative Choices  
<https://www.youtube.com/watch?v=R3tJ-MXqPmk>



### Plain Language

- Source: Rhonda Haagen  
[https://www.youtube.com/watch?v=slfiJWCu\\_q8](https://www.youtube.com/watch?v=slfiJWCu_q8)

### USCIS Plain Language: Proofreading

- US Citizen and Emigration Services  
<https://www.youtube.com/watch?v=OkxsVtOviE0>

### USCIS Plain Language: Active Voice

- Source:U.S. Citizen and Emigration Services  
<https://www.youtube.com/watch?v=Fs78WBOgxs0>

### USCIS Plain Language: Acronyms

- Source:U.S. Citizen and Emigration Services  
<https://www.youtube.com/watch?v=lwHr4Bico2M>

### USCIS Plain Language: Tables

- Source:U.S. Citizen and Emigration Services  
[https://www.youtube.com/results?search\\_query=USCIS+Plain+Language%3A+Tables](https://www.youtube.com/results?search_query=USCIS+Plain+Language%3A+Tables)

### USCIS Plain Language: Put Your Main Message First

- Source:U.S. Citizen and Emigration Services  
<https://www.youtube.com/watch?v=G-SNW6ye9rU>

### What is Health Literacy?

- Source: North Coast Primary Health Network  
<https://www.youtube.com/watch?v=VKodtW01RIY>

### Writing Documents in Plain Talk

- Source: Write Words USA  
<https://www.youtube.com/watch?v=6ixe35OJpuE>

### What is Plain Language?

- Source: Editors Canada  
<https://www.youtube.com/watch?v=JT0U94349Hc>

### What is Health Literacy

- Source: HealthLiteracyInfo  
<https://www.youtube.com/watch?v=jtaFohAYBE8>



### Short Videos from the New Zealand Health Literacy Conference - Dr. Rima Rudd Talks About:

- Health Literacy Definitions, Statistics, Research and Implications  
<https://www.youtube.com/watch?v=mJkfHUfXIWo>
- Benefits of Improving Health Literacy  
<https://www.youtube.com/watch?v=jyV1jRMI1uw>
- Complexity of Current Health Care Systems  
<https://www.youtube.com/watch?v=yKmAtrI8WcY>
- Several Ways to Improve Health Literacy  
<https://www.youtube.com/watch?v=ICJOXNGLKeA>
- How Health Care Managers Can Improve Health Literacy for Patient Safety  
<https://www.youtube.com/watch?v=emiCCJl3fmw>
- The First 15 Years of Health Literacy Research  
<https://www.youtube.com/watch?v=JB75luC8bkk>
- The Need to Remove Barriers in the Health System  
<https://www.youtube.com/watch?v=ICJOXNGLKeA>
- How Health Literacy Needs to Refocus to Include all Health Systems  
<https://www.youtube.com/watch?v=BrbN4TOnGwg>
- How Health Professionals Can Improve Patients' Health Literacy  
<https://www.youtube.com/watch?v=BrbN4TOnGwg>

- Making Sure that Health Information is Clear, Focused and Usable  
<https://www.youtube.com/watch?v=WF92BbqML0g>
- Policy Makers in Improving Health Literacy  
<https://www.youtube.com/watch?v=sdkGtTgiyx4>
- The Role of Communities in Improving Health Literacy  
<https://www.youtube.com/watch?v=Mx0ZA1Fkl9E>
- The Need for Urgent Action  
<https://www.youtube.com/watch?v=YMsn7OPFP-U>
- Teachback  
[https://www.youtube.com/watch?v=\\_tG2ewud1hs](https://www.youtube.com/watch?v=_tG2ewud1hs)
- The Increasing Demands Placed on Patients by Health Care Systems.  
<https://www.youtube.com/watch?v=8tPxPLrS9xY>
- What Researchers can do in Health Literacy Research  
[https://www.youtube.com/watch?v=XX\\_ZgYkU8PI](https://www.youtube.com/watch?v=XX_ZgYkU8PI)
- When Patients Don't Understand.  
<https://www.youtube.com/watch?v=Q8PdjiOXVm5c>
- The Unfamiliar Culture of Health Systems  
[https://www.youtube.com/watch?v=\\_CF2Qa51scM](https://www.youtube.com/watch?v=_CF2Qa51scM)
- The Increasing Demands Placed on Patients by Health Care Systems  
<https://www.youtube.com/watch?v=8tPxPLrS9xY>

## Publications/Books

### “Advancing Health Literacy: A Framework for Understanding and Action”

- Author(s): Christina Zarcadoolas, Andrew Pleasant, David S. Greer
- ISBN 10: 9780787984335. 2006

### “A Proposed Framework for Integration of Quality Performance Measures for Health Literacy, Cultural Competence, and Language Access Services”

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: Paperback: 978-0-309-46672-1

### “Alfabetización en salud. De la información a la acción”

(Health Literacy: From Information to Action)

- Author(s): Ignacio Basagoiti
- ISBN: 9788469552681

### “Alfabetización para la salud. Datos contrastados”

(Spanish version of Health Literacy the Solid Facts)

- Author(s): World Health Organization
- ISBN: 9788499842431

### “Building the Case for Health Literacy: Proceedings of a Workshop”

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN 978-0-309-47429-0

### “Clear Communications with Clear Results: How to Start a Plain Language Program Where You Work”

- Author(s): Center for Plain Language
- ISBN: 978-1-940858-34-050995

### “Chapter 15: Improving the Communication Exchange: A Focus on Limited Health Literacy”

- Author(s): Debra Keller; Urmimala Sarkar; Dean Schillinger
- ISBN: ----

### “Community-Based Health Literacy Interventions”

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 978-0-309-46667-7

### “Communicating Clearly About Medicines”

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 978-0-309-46185-6

### “Facilitating Health Communication with Immigrant, Refugee, and Migrant Populations Through the Use of Health Literacy and Community Engagement Strategies”

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 978-0-309-46340-9



**“Facilitating State Health Exchange Communication Through the Use of Health Literate Practices”**

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 978-0-309-22029-3

**“Facilitating Patient Understanding of Discharge Instructions”**

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 978-0-309-30738-3

**“Good Medicine for Seniors: Guidelines for Plain Language and Good Design in Prescription Medication”**

- Author(s): Canadian Public Health Association,
- ISBN: 1-894324-23-4. 2002

**“Health Literacy Review: A guide”**

- Author(s): New Zealand Government Ministry of Health
- ISBN: 978-0-478-44818-4

**“Health Literacy and Patient Safety: Help Patients Understand”**

- Author(s): American Medical Association
- ISBN#: 978-1-57947-988-6

**“Health Literacy From A to Z, Second Edition”**

- Author(s): Helen Osborne
- ISBN: 9781449600532

**“Health Literacy: A Prescription to End Confusion”**

- Author(s): Committee on Health Literacy (Author), Lynn Nielsen-Bohlman (Editor), Allison M. Panzer (Editor), David A. Kindig (Editor) National Academy of Sciences.
- ISBN:0309091179

**“Helping Patients Understand Risks”**

- Author(s): John Paling, PhD
- ISBN: 0964223678

**“Health Literacy: Past, Present, and Future - Workshop Summary (2015)”**

- ISBN: 9780309371575
- Author(s): Roundtable on Health Literacy; Institute of Medicine

**“Health Literacy is a Political Choice”**

- Author(s): by Kristine Sørensen
- ISBN: ----

**“Health Literacy Implications for Health Care Reform”**

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 9780309164160

**“Health Literacy and School-based Health Education”**

- Author(s): Ray Marks
- ISBN-13: 978-1780523064

**“Health Literacy in Primary Care: A Clinician’s Guide”**

- Author(s): Gloria Mayer and Michael Villaire
- ISBN: 0826102298. 2007



**“Health Literacy: Improving Health, Health Systems, and Health Policy Around the World: Workshop Summary”**

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 9780309284875

**“Health Literacy and Child Health Outcomes: Promoting Effective Health Communication Strategies to Improve Quality of Care”**

- Author(s): Rosina Avila Connelly and Teri Turner
- ISBN-13: 978-3319507989

**“Health Literacy: Breakthroughs in Research and Practice, 1st Edition”**

- Author(s): Information Resources Management Association
- ISBN-13: 978-1522519287

**“Health Literacy and Numeracy”**

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 978-0-309-29980-0

**“Health Literacy in Context: International Perspectives”**

- Author(s): Deborah L. Begoray (University of Victoria, British Columbia, Canada), Doris Gillis (St Francis Xavier University, Nova Scotia, Canada) and Gillian Rowlands (London South Bank University, London, UK)
- ISBN: 978-1-61942-935-2

**“Health Literacy and Consumer-Facing Technology”**

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 978-0-309-37690-7

**“Health Literacy, eHealth, and Communication”**

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 9780309126427

**“Health Professional as Educator: Principles of Teaching and Learning”**

- Author(s): Susan Bastable, Pamela Gramet, Karen Jacobs, Deborah Sopczyk
- ISBN: 978-0-7637-9278-7

**“Health Insurance and Insights from Health Literacy: Helping Consumers Understand: Proceedings of a Workshop”**

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 978-0-309-45473-5

**“Health Literacy and Palliative Care”**

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 978-0-309-38036-2

**“HEAP Health Literacy Books”**

- A website with listing of children’s books to promote wellness in the classroom.
- Source: [Heaphealthliteracy.com](http://Heaphealthliteracy.com)
- ISBN: -----



#### Innovations in Health Literacy Research

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 9780309161855

#### “Integrating Health Literacy, Cultural Competence, and Language Access Services”

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 978-0-309-44237-4

#### “Informed Consent and Health Literacy”

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 978-0-309-31727-6

#### Improving Health Literacy Within a State

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 9780309215725

#### Last Reader Standing: The Story of a Man Who Learned to Read at 54

- Author(s): Archie Willard
- ISBN: 978-1-936332-48-9

#### “Literature for Life: Teaching Health Literacy with Picture Books and Novels”

- Source: ALA American Library Association
- ISBN: -----

#### “Lifting the Fog of Legalese Essays on Plain Language”

- Author(s): Joseph Kimble
- ISBN: 978-1-59460-212-2

#### “Legal Writing in Plain English, Second Edition”

- Author(s): Bryan A. Garner
- ISBN: -----

#### “La alfabetización para la salud en el entorno de hospitales y centros sanitarios”

- Author(s): Rima E. Rudd y Jennie E. Anderson • ISBN: 978-84-9984-238-7

#### “El Entorno de Alfabetización para la Salud Paquete de Actividades”

- Author(s): Rima E. Rudd
- ISBN: 9788499842387

#### “Making Written Material Clear and Effective”

- Author(s): Jeanne McGee  
Department of Health and Human Services, Health Care Financing Administration. Centers for Medicare & Medicaid Services (CMS)
- ISBN: ----

#### “Making Health Communication Programs Work: A Planner’s Guide, Pink Book”

- Author(s): Office of Cancer Communications-National Cancer Institute (NCI)
- ISBN: -----

#### “Making it Easier—Heath Literacy Action Plan for Scotland”

- Author(s): Elspeth Murray
- ISBN: 9781788511353





**“Measures of Health Literacy”**

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 9780309139809

**“Oral Health Literacy (ebook)”**

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 9780309262927

**“Oregon Department of Consumer and Business Services—Style Book”**

- Source: Oregon Department of Consumer and Business Services
- ISBN: -----

**“Oxford Guide to Plain English”**

- Author(s): Martin Cutts
- ISBN: -----

**“Organizational Change to Improve Health Literacy”**

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 978-0-309-28805-7

**“Plain Language Pediatrics”**

- Author(s): Mary Ann Abrams (Editor); Benard P. Dreyer (Editor)
- ISBN: 9781581102659

**“Plain Language and the Document Revolution”**

- Author(s): Carol M. Baldwin
- ISBN-13: 978-0966635829. 1999

**“Plain Language in Plain English”**

- Author(s) Cheryl Stephens
- ISBN: -----

**“Plain English Handbook”**

- Author: J Martyn Walsh
- ISBN-13: 978-0800930233

**“Plain English at Work—A Guide to Writing and Speaking”:**

- ISBN-13: 978-0195104493
- Author(s) Edward P. Bailey

**“Promoting Health Literacy to Encourage Prevention and Wellness”**

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 9780309215770

**“Readability: Its Past, Present, and Future”**

- Author(s): Beverley L. Zakaluk- S. Jay Samuels (Editor)
- ISBN: 978-0872077959

**“Relevance of Health Literacy to Precision Medicine”**

- Author(s): Roundtable on Health Literacy; Board on Population Health and Public Health Practice; Institute of Medicine
- ISBN: 978-0-309-44732-4



**“Studies in Health Technology and Informatics”**

- Author(s): Robert A. Logan, Elliot R. Siegel
- ISBN: 978-1-61499-789-4

**“Penguin Guide to Plain English”**

- Author(s): Harry Blamires
- ISBN-10: 0140514309. 2000

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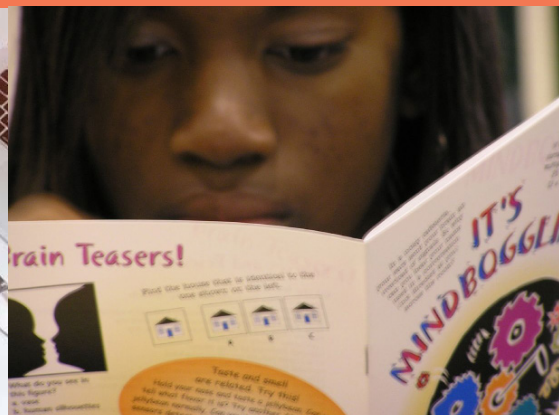
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# About Health Literacy Innovations

## Who We Are:

- Health Literacy Innovations (HLI) is a privately-held company founded in 2006.

## What We Do:

- HLI is creator of the Health Literacy Advisor (HLA), the nation's first and only Microsoft Word-based interactive health literacy software program.

## Our Mission Is:

- To help eliminate medical mistakes and confusion due to low health literacy.

## Our Believe Is That:

- If we can help communicators evaluate, standardize, and produce clear consumer information, we can help improve the nation's health literacy challenge one word at a time.

## Our Market:

- For more than a decade, we have been helping the health care industry simplify health materials so consumers can read, understand and act on their health care information.
- We invite you to join our diverse, interesting, savvy clients, who, word-by-word, are combating low health literacy.

For more information visit:  
[www.HealthLiteracyInnovations.com](http://www.HealthLiteracyInnovations.com)  
or call:  
301-230-4966



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