

## Health Literacy Toolkit

### Health Literacy

Healthy People 2010 defines health literacy as “the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.”

The tools and resources offered through this Web site can help improve communication with your patients and address their individual literacy needs. These tools can improve communication and patient adherence, and assist patients in taking an active role in their care through self management and shared decision making.

#### Strategies to Improve Verbal Communication

- [Plain Language](#)
- [Reinforce with Appropriate Materials and Aids](#)
- [Active Listening](#)
- [Teach Back \("show me"\) Method](#)
- [Ask Me 3 Program](#)
- [Questions are the Answer](#)
- [Alternative Word List](#)

#### Strategies to Improve Written Communication

- [Style Guide for Writing "Health Literacy Appropriate" Materials](#)
- [Health Literacy Checklist](#)
- [ClearDoc Index](#)
- [Tools for Assessing Reading Level of Printed Materials](#)
- [Krames Patient Education](#)

#### Tools for Assessing the Health Literacy Level of Patients

- [Common Signs of Low Literacy and Health Literacy](#)
- [Informal Observation](#)
- [To Screen or Not to Screen...](#)
- [Rapid Estimate of Adult Literacy in Medicine \(REALM\)](#)
- [Test of Functional Health Literacy in Adults \(TOFHLA\)](#)
- [The Newest Vital Sign \(NVS\)](#)

#### Health Literacy: Effect on Outcomes and Health Care Costs

- [Effect of Health Literacy on Health Outcomes](#)
- [Effect of Health literacy on Health Care Costs](#)

#### Health Literacy: Current Research

- [Literacy and misunderstanding prescription drug labels](#)
- [The effect of health literacy on knowledge and receipt of colorectal cancer screening: a survey study](#)
- [Literacy and health outcomes: a cross-sectional study in 1002 adults with diabetes](#)
- [Language differences as a barrier to quality and safety in health care: the Joint Commission perspective](#)

[Click here for more articles](#)

#### Health Literacy: Training and Education Opportunities

- [Bringing Health to Life: Health Literacy](#)
- [Assessing Health Literacy in Clinical Practice](#)
- [Health Literacy and Public Health](#)
- [Addressing Health Literacy, Cultural Competency, and Limited English Proficiency](#)
- [Plain Language Online Training](#)

#### Additional Resources

[Click here for a list of books on Health Literacy](#)

- [Quick Guide to Health Literacy](#)
- [Health Literacy Fact Sheets \(CHCS\)](#)
- [Health Literacy Resources \(Medical Library Association\)](#)
- [Plain Language Action & Information Network](#)
- [Partnership for Clear Health Communication](#)
- [Health Literacy Resources \(American Academy of Family Physicians\)](#)
- [Health Literacy and Cultural Competency Web site \(AHRQ\)](#)
- [National Institutes of Health's \(NIH\) Improving Health Literacy](#)
- [Health Literacy Related Resources and Links \(IOM\)](#)
- [Health Literacy \(HRSA\)](#)
- [Health Literacy \(AMA Foundation\)](#)
- [Health Literacy News \(AMA\)](#)



### Health Literacy

- [Patient Perspectives \(Video\)](#)
- [Quick Guide to Health Literacy](#)
- [Literacy and Health Outcomes: An Evidence Report from the Agency for Healthcare Research and Quality](#)
- [The Health Literacy of America's Adults: Results from the 2003 National Assessment of Adult Literacy](#)

### Other Resources

- ["Help Your Patients Understand" \(A guide for Clinicians from the American Medical Association\)](#)
- ["What Did the Doctor Say?": Improving Health Literacy to Protect Patient Safety \(Joint Commission White Paper\)](#)
- [Questions are the Answer \(AHRQ\)](#)
- [Ask Me 3](#)
- [Plain Language Web site](#)
- [AMA Health Literacy News](#)

### Marshfield Clinic News

- [Health Literacy Toolkit Improves Communication with Patients](#)
- [A Tale of Two Handouts \(Presented at the Wisconsin Health Literacy Summit, June 2006\)](#)