

Health Literacy Resources

Videos

- Institute of Medicine “**Health Literacy: A Prescription to End Confusion**” about Health Literacy for healthcare professionals http://hospitals.unm.edu/health_literacy/index.html
 - Overview Video (3.5 minutes)
 - Full IOM version (11 minutes)
- American College of Physicians, ACP “**Health Literacy**” (6.5 minutes) About patients with health literacy concerns <http://www.acponline.org/multimedia/?bclid=782539368001&bctid=790962260001>
- AMA Health Literacy Videos <http://www.ama-assn.org/ama/pub/about-ama/ama-foundation/our-programs/public-health/health-literacy-program/health-literacy-video.shtml>
 - “**Health Literacy and Patient Safety: Help Patients Understand**” (23 minutes) - 2007
 - “**Low health literacy: You can't tell by looking**” (18 minutes) - 2001
 - Both videos feature patient interviews about their experiences and are part of the AMA Health Literacy Kit
- AHRQ “**Questions are the Answer**” (30 & 60 second spots) for patients - See *Check out our videos* <http://www.ahrq.gov/questionsaretheanswer/>

Classes in Health Literacy

- **Health Literacy**– Free online course with credit from HRSA <http://www.hrsa.gov/publichealth/healthliteracy/index.html>
- **Health Literacy for Public Health Professionals** – Web-based Course # WB1285 (free) <http://www.cdc.gov/TCEOnline/> to register for site and class. Search for course number.

Fact Sheets

- **Wake AHEC Health Literacy Fact Sheet** <http://wakeahec.org/pdf/library/HLFactSheet.pdf>
Printer-friendly version - <http://wakeahec.org/pdf/library/HLFactSheet-PF.pdf>
- **Center for Health Care Strategies, Inc Health Literacy Fact Sheets** http://www.chcs.org/publications3960/publications_show.htm?doc_id=291711
- **Quick Guide to Health Literacy** a fact sheet from US Dept. of Health and Human Services www.health.gov/communication/literacy/quickguide/factsbasic.htm
- CDC - for health communications and marketing professionals **What We Know about Health Literacy** <http://www.cdc.gov/healthcommunication/pdf/audience/healthliteracy.pdf>

Web Resource Pages

- **North Carolina Program on Health Literacy** www.nchealthliteracy.org – From the Cecil G. Sheps Center for Health Services Research and UNC-Chapel Hill – See also these pages on the NC Health Literacy site:
 - **Toolkit** <http://nchealthliteracy.org/toolkit/>
 - **Health Literacy Assessment Instruments** <http://www.nchealthliteracy.org/instruments.html>
- National Network of the Libraries of Medicine (NN/LM) **Health Literacy** <http://nnlm.gov/outreach/consumer/hlthlit.html>

- MedlinePlus – **Health Literacy** NLM website for consumers
<http://www.nlm.nih.gov/medlineplus/healthliteracy.html>
- **Health Literacy** - the CDC's health literacy web site <http://www.cdc.gov/healthliteracy>
- Health Literacy Consulting – Helping organizations communicate in ways people understand
Helen Osborne, M.Ed., OTR/L “**Articles by topic**” http://www.healthliteracy.com/articles_by_topic.asp
- **The Health Literacy of America's Adults**, Results from the 2003 National Assessment of Adult Literacy
76 page report from the National Center for Education Statistics
<http://nces.ed.gov/pubs2006/2006483.pdf>
- **Family Health and Literacy** – A Guide to Easy-to-Read Health Education Materials and Web Sites for Families - <http://healthliteracy.worlded.org/docs/family/index.html>

Health Literacy Assessment Tools and Instruments

To assess your patients' health literacy level:

- **AHRQ Health Literacy Assessment Tools** in English and Spanish
<http://www.ahrq.gov/populations/sahlsatool.htm>
- Lee, S.D., Stuch, B.D., Lee, J.Y. et al (2010, Aug). **Short assessment of health literacy: Spanish and English: A comparable test of health literacy for Spanish and English Speakers** (AHRQ grant HS13233. HSR: Health Services Research 45 (4), 1105-1120.
[Short Assessment of Health Literacy--Spanish and English: a comparable test of health literacy for Spanish and English speakers](#) Full-text from The Free Library
- NC Program on Health Literacy - **Literacy Assessment Tools**
<http://www.nchealthliteracy.org/instruments.html>
- **The Newest Vital Sign: A New Health Literacy Assessment**, a tool for healthcare providers from Pfizer
<http://www.pfizerhealthliteracy.com/physicians-providers/NewestVitalSign.aspx>
- **Measuring Health Literacy to Avoid Readmissions**: ARC Learning Session #4, a PDF of a presentation by Jennifer Pearce, MPA
<http://www.avoidreadmissions.com/wwwroot/userfiles/documents/82/presentation-8.pdf>

To assess the reading level of documents:

- **Check Text Readability** Allows you to paste in your text for assessment. Reports using multiple tools and methods <http://readability-score.com/>
- WordsCount – **SMOG Calculator** allows you to paste in your text for assessment. Scores text on years of education needed for comprehension <http://www.wordscount.info/hw/smog.jsp>

To write easy to read documents:

- **PlainLanguage.gov** Improving Communication from the Federal Government to the Public
Tools and examples of plain language www.plainlanguage.gov/
- **Toolkit for Making Written Material Clear and Effective** - CMS.gov, Centers for Medicare and Medicaid Services
- **How to Write Easy-to-Read Health Materials** from MedlinePlus, the National Library of Medicine and the National Institutes of Health www.nlm.nih.gov/medlineplus/etr.html
- **Writing Easy-to-Read Materials** from Center for Medicare Education
http://medicine.osu.edu/sitetool/sites/pdfs/ahecpublic/Writing_easytoread_materials.pdf

To help patients understand and retain health communications:

- Using the **Teach-back Toolkit**, includes video
<http://www.teachbacktraining.org/using-the-teach-back-toolkit>
- **Ask Me 3** a patient education program designed to promote communication between health care providers and patients in order to improve health outcomes. National Patient Safety Foundation
<http://www.npsf.org/?page=askme3>
- AHRQ “**Questions are the Answer**” (30 & 60 second spots) for patients
<http://www.ahrq.gov/questionsaretheanswer/>
- **Substitute Word List** University of Utah Health Sciences Center
<http://www.gemini-grp.com/ISPY/WordSub.pdf>
- [Plain Language Thesaurus for Health Communications](#) - (44 pages) Centers for Disease Control and Prevention

To find health information for patients with low literacy

- MedlinePlus **Easy-to-Read** health topics, includes Spanish and other languages
http://www.nlm.nih.gov/medlineplus/all_easytoread.html
- **Family Health and Literacy Easy-to-Read Health Information** Links to many websites
<http://healthliteracy.worlded.org/docs/family/easy.html>
- **Plain Language Glossaries** for Asthma, Arthritis, and Lupus Harvard School of Public Health, Health Literacy Studies <http://www.hsph.harvard.edu/healthliteracy/glossaries/>
- UpToDate **Patient Information** (free) Presents information at 2 levels – “The Basics” (5th – 6th grade level) and “Beyond the Basics” (High school level)
<http://www.uptodate.com/contents/table-of-contents/patient-information>
- **Websites with Easy-To-Read Materials for Patients/Clients**
The Ohio State University, AHEC Clear Health Communication Program
http://medicine.osu.edu/orgs/ahec/Documents/HL_Resources_EasyTo%20Read.pdf

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