The Activities of a...

HEALTH LITERATE ORGANIZATION

LEADERSHIP
COMMUNICATION
WORKFORCE
PATIENT VOICE
CONTINUOUS QUALITY IMPROVEMENT

NEEDS OF ALL
- Meets needs of populations with a range of health literacy skills while avoiding stigmatization. Paying close attention to the specific needs of vulnerable populations.

PREPARES WORKFORCE
- Prepares the workforce to be health literate and monitors progress.

FOCUSED ON HIGH RISK
- Addresses health literacy in high-risk situations, including care transitions and communications regarding medications.

EXPLAINS COVERAGE AND COSTS
- Communicates clearly what health plans cover and what individuals will have to pay to receive services.

ENSURES EASY ACCESS
- Provides easy access to health information and services and navigation/language assistance.

LEADERSHIP PROMOTES
- Has leadership that makes health literacy integral to its mission, policies, structure, and operations.

INCLUDES PATIENTS/CONSUMERS
- Includes populations served in the design, implementation, and evaluation of health information and services and operations.

COMMUNICATES EFFECTIVELY
- Uses health literacy strategies in interpersonal communications and confirms understanding at all points of contact.

PLANS, EVALUATES & IMPROVES
- Integrates health literacy into planning, evaluation, measures, patient safety and quality improvement.

DESIGNS EASY TO USE MATERIALS
- Designs and distributes print, audiovisual, and social media content that is easy to understand and act on.

BUILDING A FOUNDATION

Adapted from: BUILDING A FOUNDATION