



10 THINGS *that a* HEALTH LITERATE *organization does*

Health literacy is important because an organization's goals for safe, patient-centered, and equitable care can't be achieved if consumers can't access services or make informed decisions.

- 1 Leadership makes health literacy integral to its mission, structure, and operations
- 2 Integrates health literacy into planning, evaluation measures, patient safety, and quality improvement
- 3 Prepares the workforce to be health literate and monitors progress
- 4 Includes populations served in the design, implementation, and evaluation of health information and services
- 5 Meets needs of populations with a range of health literacy skills while avoiding stigmatization
- 6 Uses health literacy strategies in interpersonal communications and confirms understanding at all points of contact
- 7 Provides easy access to health information and services and navigation assistance
- 8 Designs and distributes print, audiovisual, and social media content that is easy to understand and act on
- 9 Addresses health literacy in high-risk situations, including care transitions and communications about medicine
- 10 Communicates clearly what health plans cover and what individuals will have to pay