

## Effective Health Communication and Health Literacy Resource List

### Resources covered in webinar

#### [AHRQ Health Literacy Universal Precautions Toolkit](#)

AHRQ Health Literacy Universal Precautions Toolkit. Content last reviewed September 2020. Agency for Healthcare Research and Quality, Rockville, MD. Available from: <https://www.ahrq.gov/health-literacy/improve/precautions/index.html>

#### [Suitability Assessment of Materials](#)

“Chapter 4: Assessing Suitability of Materials.” Doak, C. C., Doak, L. G. & Root, J. H. (1996). *Teaching Patients with Low Literacy Skills* (2nd Ed.). Philadelphia: J. B. Lippincott Company, pages 41-60. Available from: <https://www.hsph.harvard.edu/healthliteracy/resources/teaching-patients-with-low-literacy-skills/>

Also available from: <https://aspiruslibrary.org/literacy/sam.pdf>

#### [MedlinePlus](#)

MedlinePlus [Internet]. Bethesda (MD): United States National Library of Medicine; [1998 Oct] - [cited 2023 Oct 24]. Available from: <http://www.nlm.nih.gov/medlineplus/>

#### [EthnoMed](#)

EthnoMed [Internet] Seattle (WA): Harborview Medical Center, University of Washington; [1995 – 2023] - [cited 2023 Oct 24]. Available from: <https://ethnomed.org/>

#### [Indian Health Service](#)

Indian Health Service [Internet] Rockville, MD: United States Department of Health and Human Services [n.d.] - [cited 2023 Oct 24]. Available from: <https://www.ihs.gov/>

### Citations from webinar

*Health Literacy in Healthy People 2030*. Office of Disease Prevention and Health Promotion, Office of the Assistant Secretary for Health, Office of the Secretary, U.S. Department of Health and Human Services. Available from: <https://health.gov/healthypeople/priority-areas/health-literacy-healthy-people-2030>

Helen Osborne. *Health Literacy from A to Z: Practical Ways to Communicate Your Health Message*. Jones and Bartlett Publishers: Sudbury, Mass. March 2022. ISBN Print: 978-1-63618-175-2

Mira JJ, Lorenzo S, Guilabert M, Navarro I, Pérez-Jover V. A systematic review of patient medication error on self-administering medication at home. *Expert Opin Drug Saf*. 2015;14(6):815-838. doi:10.1517/14740338.2015.1026326

Balsa AI, McGuire TG. Statistical discrimination in health care. *J Health Econ*. 2001;20(6):881-907. doi:10.1016/s0167-6296(01)00101-1

*National Assessment of Adult Literacy (NAAL)*. [Internet] Washington, DC: U.S. National Center for Education Statistics [2003]. Available from: <https://nces.ed.gov/naal/index.asp>

Kirsch IS, Jungeblut A, Jenkins L, Kolstad A. 1993. *Adult Literacy in America: A First Look at the Results of the National Adult Literacy Survey (NALS)*. Washington, DC: National Center for Education Statistics, U.S. Department of Education. Available from: <https://nces.ed.gov/pubsearch/pubsinfo.asp?pubid=93275>

Institute of Medicine (US) Committee on Health Literacy; Nielsen-Bohman L, Panzer AM, Kindig DA, editors. "Chapter 3: The Extent and Associations of Limited Health Literacy." In: *Health Literacy: A Prescription to End Confusion*. Washington (DC): National Academies Press (US); 2004. Available from: <https://www.ncbi.nlm.nih.gov/books/NBK216036/>

## Additional resources

### Interventions

#### [AHRQ Health Literacy Interventions and Outcomes: An Updated Systematic Review](#)

Berkman ND, Sheridan SL, Donahue KE, Halpern DJ, Viera A, Crotty K, Holland A, Brasure M, Lohr KN, Harden E, Tant E, Wallace I, Viswanathan M. *Health Literacy Interventions and Outcomes: An Updated Systematic Review*. Evidence Report/Technology Assessment No. 199. (Prepared by RTI International–University of North Carolina Evidence based Practice Center under contract No. 290-2007-10056-I.) AHRQ Publication Number 11- E006. Rockville, MD. Agency for Healthcare Research and Quality. March 2011. Available from: <https://www.ahrq.gov/downloads/pub/evidence/pdf/literacy/literacyup.pdf>

### Epidemiology

### Plain language

#### [Everyday Words for Public Health Communication](#)

U.S. Centers for Disease Control and Prevention. (Last Reviewed: May 9, 2022). Available from: <https://www.cdc.gov/ccindex/everydaywords/index.html>

#### [Federal plain language guidelines](#)

Plain Language Action and Information Network. Federal plain language guidelines. (May 2011). Available from: <https://www.plainlanguage.gov/guidelines/>

#### [Plain Language Thesaurus for Health Communications](#)

National Center for Health Marketing (U.S.) (2007). Plain language thesaurus for health communications. Available from: <https://stacks.cdc.gov/view/cdc/11500>

### Teach-back Method of Patient Communication

#### [Teach-back](#)

Teach Back. *Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families*. Content last reviewed February 2023. U. S. Agency for Healthcare Research and Quality, Rockville, MD. Available from: <https://www.ahrq.gov/patient-safety/reports/engage/teachback.html>

### Accessibility

#### [ADA Best Practices Tool Kit: General Effective Communication](#)

*ADA Best Practices Tool Kit for State and Local Governments*. "Chapter 3: General Effective Communication Requirements Under Title II of the ADA." (2007). Civil Rights Division of the United States Department of Justice. Available from: <https://archive.ada.gov/pccatoolkit/chap3toolkit.htm>

#### [Removing barriers: Tips and Strategies to Promote Accessible Communication](#)

North Carolina Office on Disability and Health. (2002). *Removing barriers: Tips and strategies to promote accessible communication*. Chapel Hill: The University of North Carolina, Frank Porter Graham Child Development Institute, Author. Available from: <https://fpg.unc.edu/publications/removing-barriers-tips-and-strategies-promote-accessible-communication>

### [WAVE: Web Accessibility Evaluation Tool](#)

WebAIM, Institute for Disability Research, Policy & Practice, Utah State University. Logan: UT. (2001-). Available from: <https://wave.webaim.org/>

### Numeracy

#### [The SHARE Approach - Communicating Numbers to Your Patients](#)

The SHARE Approach—Communicating Numbers to Your Patients: A Reference Guide for Health Care Providers. Content last reviewed September 2020. Agency for Healthcare Research and Quality, Rockville, MD. Available from: <https://www.ahrq.gov/health-literacy/professional-training/shared-decision/tool/resource-5.html>