

Health Literacy

Environment:

- Always use clear, easy-to-understand signage and appropriate health literacy-level educational materials (flyers, posters, tri-folds, etc.). Appropriate health literacy-level educational materials should be designed for a 5th or 6th grade reading-level.

Interaction:

- Universal precautions for health communication:
 - Greet patients warmly.
 - Make eye contact.
 - Listen carefully.
 - Use plain, non-medical language.
 - Use the patient's words.
 - Speak clearly and at a moderate pace.
 - Limit and repeat content.
 - Be specific and concrete.
 - Show graphics.
 - Demonstrate how it's done.
 - Invite patient participation.
 - Encourage questions.
 - Follow-up.
- Communicate risk appropriately – ideal risk communication includes both relative as well as absolute risk in easy-to-understand, non-abstract terms.
- Engage in “Teach-Back” and a barriers to adherence discussion. Does the patient have the knowledge, ability, *and* opportunity to follow the treatment plan?

For more information, training, and resources, please visit the NYP PPS Cultural Competency & Health Literacy website, www.nyp.org/pps/cultural-competency, or learn more with the Quality Interactions Resource Center (QIRC), www.nyp.org/pps/resources/quality-interactions.