

Community Conversation Framework

Health Literacy: the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.

Improving the Usability of Health Information	Improving the Usability of Health Services	Improving Health Decision Making
<p>(1) Providing appropriate information</p> <ul style="list-style-type: none"> • Identifying intended users • Conducting pre and post tests with users • Respecting cultural and social contexts <p>(2) Making information easy to use</p> <ul style="list-style-type: none"> • Using plain language • Using lots of visuals • Creating an appealing look • Improving online information <p>(3) Improving speaking and listening</p> <ul style="list-style-type: none"> • Asking open ended questions • Using trained medical interpreters • Checking for understanding • Providing staff training on above 	<p>(4) Improving usability of health forms and instructions (e.g., medical history, insurance, informed consent)</p> <ul style="list-style-type: none"> • Simplifying language • Providing forms in multiple languages • Training staff on use <p>(5) Improving accessibility of facilities (e.g., universal symbols and signage)</p> <p>(6) Establishing patient navigator programs</p>	<p>(7) Improving accessibility of accurate and appropriate health information</p> <ul style="list-style-type: none"> • Sharing information among health professionals • Working with the media • Creating new channels for information distribution <p>(8) Facilitating healthy decision-making</p> <ul style="list-style-type: none"> • Packaging health information and services to empower individuals <p>(9) Partnering with educators</p> <ul style="list-style-type: none"> • Developing health lessons for adults • Improving K-12 health education

Framework adapted from "Quick Guide to Health Literacy", US Department of Health and Human Services, Office of Disease Prevention and Health Promotion.