Health Literacy best practices

Ideas for improving success

with good health literacy skills ways you can help improve the health literacy

of those around you 1. Who does your information

come from? Friends and coworkers Well, I always ask... give me health advice. WHO said this? And does their

believe sometimes! People get their information from so many

But I don't know what to

places... how do I know what to take seriously? Questions like: **Who** published the information? And what

info have a reliable source?

with family, friends, patients, and the public.

established expert in their field?

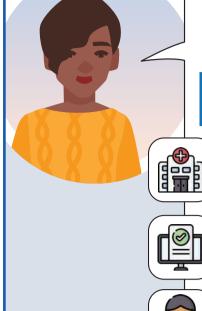
the intention to sell a product.

by other experts in their field.

are the author's credentials?

Who reviewed the information before it was published?

Part of health literacy is the ability to assess the quality of information before using it to make health-related decisions.



credentials? **Find reliable sources.** Government agencies, medical schools or research institutions, non-profit organizations, and healthcare professionals are generally considered reliable sources.

Who published the information? What are the author's

Share brief tips for vetting health information in all interactions:

Find the original source. Online sources should be clear about the original sources of the information they publish. What are their qualifications? Consider what qualifies an

with authority on the topic. Are they a doctor, professor, or

author, or a person quoted in a source of information, to speak

How are they motivated? If the information is from a for-profit company, keep in mind that what they say may be influenced by



Who reviewed the information before it was published? If the answer is "probably no one", move on to other sources of information. **Look at peer-reviewed articles if possible.** "Peer review"

means that the author's work has been submitted for approval

in your care.

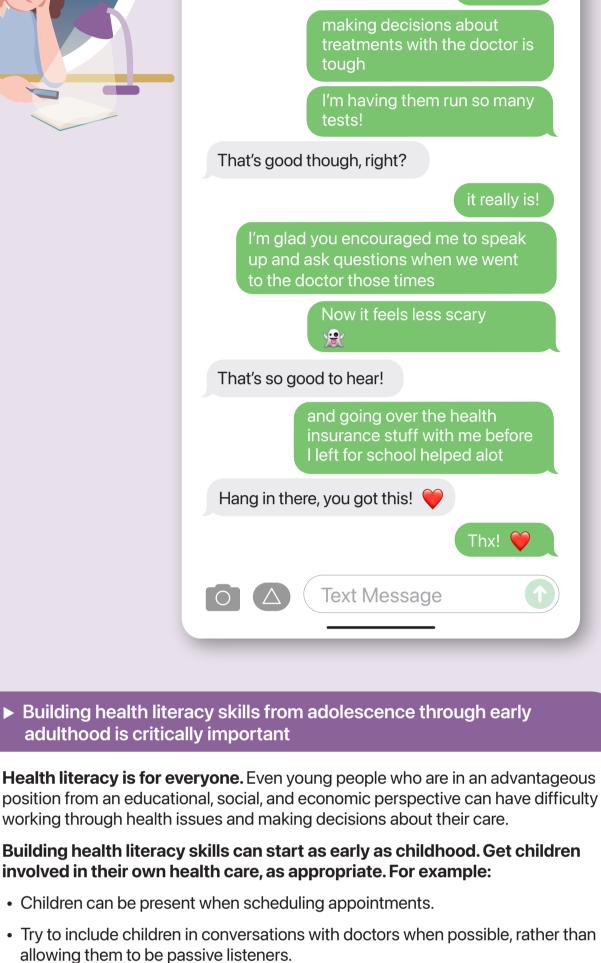
Talk to a healthcare professional you trust before making important decisions about your health or decisions for a person

Family Chat > How are u?

2. How can you set up youth for

health literacy success?





Im good



Good to see you again! Are these still your current pronouns?

> Dr. Jones 🐧 He/Him

Encourage them to ask questions when they don't understand.

ready to start managing their own health care when the time comes.

For older adolescents and young adults who are covered under a parent or

guardian's insurance, consider discussing insurance plan information so they are

MedCheck Database

10/20/80

GENDER:

F

A person may be more open to

sharing health information

imagery, and use what you learn

at every opportunity.

when provided with an

DOB:

3 How can you create inclusive environments?

NAME:

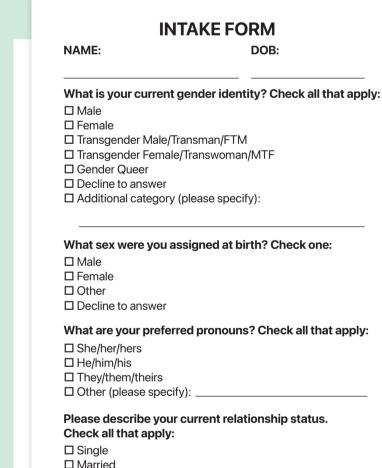
Lauren Smith

PRONOUNS:

She/Her

ADDRESS:

100 Main Street



☐ In a civil union

☐ Decline to answer

☐ Divorced

□ Widowed

☐ In a domestic partnership, living together

☐ Partnered, not living together

☐ In a committed relationship

☐ Other (please specify):

inclusive environment and patient intake form. It's easy to lose someone's trust when they do not feel respected. Communications may be designed to support individual health literacy, but if health care providers do not make the effort to present inclusive communications, there will be people who disengage. This might be due to their own experiences, or in support of others who may be put off by non-inclusive language. Inclusivity is about more than just pronouns, but pronouns can be a · Make a habit of learning what is and is not inclusive language and

of the region, system, or health care providers they are interacting with. Dedicated translators can provide a more unbiased and nuanced health care experience

At times, there can be obstacles to making good health decisions even for those patients who are proficient in speaking the primary language

While it may be helpful when a staff member is able to speak more than one language, or when a patient's family member or friend might be able to help translate, it is always best to have a dedicated translator on site. A professional translator is less likely to be biased in their interaction with a patient than a family member or friend might be. A translator may also be more well-versed in the idioms and nuances of the patient's primary language than a staff member with a second-language proficiency.

THANK YOU for your help!

show gratitude...

one language and culture may not always be ideal across multiple languages and cultures.

Along with language differences, be aware of cultural

differences in the meaning assigned to colors and other

Graphic design elements, colors, and visual cues that work well for

Learn how to engage with people's cultural logic, language,

and experiences by putting the principles of cultural awareness, humility, and competence into practice.

services for interactions between patients and staff.

Ideally, an objective third party should perform translation

Translations alone are not a perfect solution to supporting health literacy in diverse audiences

visual cues

competency?

How can you use cultural

Bold colors, capitalized text, italics, and ...may appear aggressive, confusing, or exclamation marks in an attempt to garish in some cultures.

HEALTH **LITERACY** MONTH



FOSTERING PATIENT EMPOWERMENT Brought to you by

CISCRP is a non-profit organization dedicated to sharing unbiased

information about clinical research.