

Primary Care Health Literacy Assessment

Please select **one answer** that most accurately describes your practice:

Doing Well

Our practice is doing this well

Needs Improvement

Our practice is doing this, but could do it better

Not Doing

Our practice is not doing this

Not Sure or N/A

I don't know the answer to this question **OR**

This is not applicable to our practice

1. Prepare for Practice Change

	Doing Well	Needs Improvement	Not Doing	Not Sure or N/A	Tools to Help
1. Our health literacy team meets regularly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1-Form Team
2. Our practice regularly reassesses our health literacy environment and updates our health literacy improvement goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2- Assess OHL & Create Plan 13-Welcome Patients 17- Patient Feedback
3. Our practice has a written Health Literacy Improvement Plan and collects data to see if objectives are being met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2-Assess OHL & Create Plan
4. All staff members have received health literacy education.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3-Raise Awareness
5. All levels of practice staff have agreed to support changes to make it easier for patients to navigate, understand, and use health information and services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3-Raise Awareness
6. All staff members appreciate that we have a responsibility to make sure that patients can understand and act on health information and services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3-Raise Awareness

1. Prepare for Practice Change

	Doing Well	Needs Improvement	Not Doing	Not Sure or N/A	Tools to Help
7. Our Health Literacy Team understands how to implement and test changes designed to improve performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2- Assess OHL & Create Plan

2. Improve Spoken Communication

	Doing Well	Needs Improvement	Not Doing	Not Sure or N/A	Tools to Help
8. All staff members speak clearly (e.g., use plain, everyday words and speak at a moderate pace).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4-Commun. Clearly
9. All staff members listen carefully to patients without interrupting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4-Commun. Clearly
10. All staff members limit themselves to 1-3 key points and reinforce those points.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4-Commun. Clearly
11. All staff members use simple pictures and models and audio/video materials to promote better understanding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4-Commun. Clearly 12-Use Health Ed. Material Effectively
12. Our practice ensures patients have the equipment and know-how to use recommended audio-visual materials and internet resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12-Use Health Ed. Material Effectively
13. All staff members review educational materials they hand out to patients and emphasize the important information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12-Use Health Ed. Material Effectively

2. Improve Spoken Communication

	Doing Well	Needs Improvement	Not Doing	Not Sure or N/A	Tools to Help
14. All staff members ask patients to state key points in their own words (i.e., use the teach-back method) to assess whether they have been clear enough.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5-Teach-Back Method
15. Clinicians routinely review with patients all the medicines they take, including over-the-counter medicines and supplements, and ask patients to demonstrate how to take them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5-Teach-Back Method 8-Brown Bag Review
16. Our practice routinely provides patients with updated medicine lists that describe in easy-to-understand language what medicines the patient is to take and how to take them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8-Brown Bag Review 16-Help Patients Take Medicine Correctly
17. Our practice trains patients to use our patient portal.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12-Use Health Ed. Material Effectively
18. Our practice contacts patients between office visits to ensure understanding or to follow up on plans made during the visit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6-Follow up
19. Our practice assess patients' language preferences and record them in the medical record.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9-Language Differences 13-Welcome Patients
20. Our practice always uses acceptable language access services if patients, or companions who are participating in the visit, want to use a language other than English.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9-Language Differences

2. Improve Spoken Communication

	Doing Well	Needs Improvement	Not Doing	Not Sure or N/A	Tools to Help
21. When staff members give directions for finding the office, they refer to familiar landmarks and public transportation routes as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7-Be Easy to Reach
22. If there is an automated phone system, one option is to speak with a person.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7-Be Easy to Reach
23. Our practice can respond to phone calls in the main languages spoken by our patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7-Be Easy to Reach
24. All staff members offer everyone help (e.g., filling out forms, using patient portal) regardless of appearance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12-Use Health Ed. Material Effectively 13-Welcome Patients
25. Our practice welcomes family and friends and includes them in visits as much as patients want.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	22-Include Family and Friends

3. Improve Written Communication

	Doing Well	Needs Improvement	Not Doing	Not Sure or N/A	Tools to Help
26. At least one staff member knows how to assess, select, and create written materials that are easy to understand and act on.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11-Assess, Select, and Create Easy-to-Understand Materials
27. Our practice gets patient feedback on written materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11-Assess, Select, and Create Easy-to-Understand Materials 17-Patient Feedback
28. Our practice assesses whether written materials are easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11-Assess, Select, and Create Easy-to-Understand Materials
29. Our practice's patient education materials are concise, use plain language, and are organized and formatted to make them easy to read and understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11-Assess, Select, and Create Easy-to-Understand Materials
30. If appropriate, our written materials are available in languages other than English.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9-Language Differences
31. Our practice's forms are easy to understand and fill out, collect only necessary information, and use inclusive language.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11-Assess, Select, and Create Easy-to-Understand Materials

3. Improve Written Communication

	Doing Well	Needs Improvement	Not Doing	Not Sure or N/A	Tools to Help
32. Lab and test results letters are concise, use plain language, and are organized and formatted to make them easy to read and understand (e.g., avoid the use of “positive” or “negative” results).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11-Assess, Select, and Create Easy-to-Understand Materials
33. The name of the practice is clearly displayed on the outside of the building, and signs are posted throughout the office to direct patients to appropriate locations (e.g., practice entrance, restrooms, check-in, check-out, lab, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13-Welcome Patients
34. Our practice selects easy-to-understand and relevant materials for the waiting room and ensures that we do not to overwhelm patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13-Welcome Patients
35. Office signs use large, clearly visible lettering and plain, everyday words such as “Walk-In” and “Health Center” rather than formal words such as “Ambulatory Care” or “Primary Care Practice.”	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13-Welcome Patients
36. Office signs are written in English and in the preferred languages of our patients (e.g., if most of the patients read English or Spanish, signs are written in English and Spanish).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13-Welcome Patients

4. Improve Self-Management and Empowerment

	Doing Well	Needs Improvement	Not Doing	Not Sure or N/A	Tools to Help
37. Our practice creates an environment that encourages patients to ask questions (e.g., asking, “What questions do you have?” instead of, “Do you have any questions?”) and get involved with their care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	14-Encourage Questions
38. Our practice helps patients choose health goals and develop action plans to take manageable steps toward goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	15-Make Action Plans
39. Our practice follows up with patients to determine if their action plan goals have been met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6-Follow up 15-Make Action Plans
40. All clinicians consider patients’ culture – including customs, beliefs, and values – when devising treatment options.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10-Consider Culture
41. All clinicians write precise instructions for taking medicine that are easy-to-understand (e.g., “take 1 pill in the morning and 1 pill at bedtime” instead of “take twice daily”).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	16-Help Patients Take Medicine Correctly
42. Staff members discuss different methods for remembering to take medicines correctly and offer patients assistance setting up a system (e.g., pill organizers, electronic reminders).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	16- Help Patients Take Medicine Correctly
43. Our practice requests feedback from patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11-Assess, Select, and Create Easy-to-Understand Materials 17-Patient Feedback

5. Improve Supportive Systems

	Doing Well	Needs Improvement	Not Doing	Not Sure or N/A	Tools to Help
44. Our practice assesses patients' social needs, including their ability to pay for medicines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	18-Attend to Social Needs 19-Pay Less for Medicine
45. Our practice asks patients if they are interested in improving their reading or math skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	20-Literacy and Math Resources
46. Our practice maintains an up-to-date lists of community resources and assistance programs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	18- Attend to Social Needs 19-Pay Less for Medicine 20-Literacy and Math Resources 23-Talk About Costs
47. Our practice connects patients with community resources and assistance programs and gets patients help filling out applications, as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	18- Attend to Social Needs 19-Pay Less for Medicine 20-Literacy and Math Resources 23-Talk About Costs
48. Our practice offers patients help with referrals, such as making appointments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	18-Attend to Social Needs 19-Pay Less for Medicine 20-Literacy and Math Resources

5. Improve Supportive Systems

	Doing Well	Needs Improvement	Not Doing	Not Sure or N/A	Tools to Help
49. Our practice shares important referral information (e.g., reason for referral, pertinent medical history, test results) directly with the organization we are referring the patient to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	18- Attend to Social Needs 19-Pay Less for Medicine 21- Referrals 23-Talk About Costs
50. Our practice follows up to confirms that a referral has been completed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6-Follow up 18- Attend to Social Needs 19-Pay Less for Medicine 21- Referrals 23-Talk About Costs
51. Our practice welcome questions about healthcare costs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	23-Talk About Costs
52. Our practice gives patients accurate, understandable information about their share of costs before they make treatment decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	23-Talk About Costs