

AHEC Clear Health Communication Program The Ohio State University

Websites about Plain Language and Health Literacy

Academic

Harvard School of Public Health- <http://www.hsph.harvard.edu/healthliteracy/>

This site has information for researchers and practitioners in public health, and adult education. An introduction to health literacy with power point overview, previews of videos, research reports, innovative health education materials, how to create and evaluate plain language handouts, curricula, literature review, annotated bibliography, and links to easy-to-read health information sites is included. This site also has the a copy of the out of print classic book *Teaching Patients with Low Literacy Skills*, by Doak, Doak, and Root (1996).

Health Research for Action—UC Berkeley – <http://healthresearch4action.org/communications/>

Health Research for Action, a center in UC Berkeley’s School of Public Health conducts research and translates findings into innovative policies, tools, and programs. Their goal is to change lives by reducing health disparities and building healthier communities.

OSU /AHEC Clear Health Communication Program – <http://medicine.osu.edu/orgs/ahec/CHCP>

The AHEC program at The Ohio State University College of Medicine – Office of Outreach and Engagement supports a health literacy program that includes modules for health professionals and consultative services.

National Academy of Sciences- http://www.nap.edu/catalog.php?record_id=10883

The health literacy section of this website contains a brief report on the April 2004 publication, “Health Literacy: A Prescription to End Confusion,” and information on how to order the book. There is a video about the report and related resources and links.

Commercial

Cheryl Stephen’s Plain Language International Wizardy - <http://www.plainlanguage.com>

Cheryl Stephens, mentor/muser, provides a wealth of information and articles on plain language writing, testing, evaluation, readability, and layout and design

Garbl’s Plain Language Resources – <http://home.comcast.net/~garbl/writing/plaineng.htm>

This site provides an annotated directory of websites, books, agencies and organizations that can help you use plain language (plain English) techniques to improve your writing.

Health Literacy Consulting - <http://www.healthliteracy.com/default.asp>

Health Literacy Consulting, created by Helen Osborne, has many articles and tips on health literacy, written by her. She provides a consulting, training, advocating, coaching, and writing / editing service that includes tele-classes on this topic. She is the founder of the National Health Literacy Month, celebrated in October each year.

IMPACT Information Plain Language Services – <http://www.impact-information.com/>

William DuBay provides many articles and research reports on plain language. Included are links to plain language websites and archives of the Plain Language at Work Newsletter.

Pfizer Clear Health Communication Initiative <http://www.pfizerhealthliteracy.com>

Learn more about health literacy and ways in which your organization can address the issue.

Download Pfizer's *Principles for Clear Health Communication Handbook* and health literacy fact sheets.

Plain Language Service - <http://www.pls.cpha.ca/english/faq.htm>

Information for health care providers on what plain language is and how to write health information in a 4th to 6th grade level is provided. A plain language service, from the Canadian Public Health Service, takes difficult patient handouts and revises them into plain language for a fee.

Plain Train - <http://www.web.net/~plain/PlainTrain/index.html>

Plain Train assists the health care professional in creating plain language handouts. Topics that are covered include: your reader and purpose, organizing ideas, appropriate words, simple sentences, effective paragraphs, design and testing.

The Clear Language Group - <http://www.clearlanguagegroup.com/index.html>

The site contains detailed explanations of plain language as a movement and as a method. Also on the website are descriptions of the services, which include consulting and coaching, writing and editing, presenting and training, assessing materials and audiences, communicating across cultures, and producing multimedia.

Government

Agency for Health Research & Quality <http://www.ahrq.gov/>

This government agency has a number of reports and documents in their Health Literacy and Cultural Competency section. Among them is the January 2004 evidence-based report on Literacy and Health Outcomes.

Center for Disease Control – <http://www.cdc.gov/> This website has materials for patients/clients, reports for professionals, and a guide (*Simply Put*) with tips for putting information in readable, plain language. A training program for public health professionals can be accessed at: <http://www.cdc.gov/healthmarketing/healthliteracy/training/>

Health Resources & Services Administration, U.S. Department of Health and Human Services <http://www.hrsa.gov/healthliteracy/default.htm>

The Center for Quality has taken the lead to help implement the Healthy People 2010 Health Communications objectives. This site contains links to their activities in this area and additional health literacy links and resources. This also site provides a course that has 5 modules for health professionals' continuing education credit called **Unified Health Communication (UHC): Addressing Health Literacy, Cultural Competency, and Limited English Proficiency**

National Assessment of Adult Literacy (NAAL) – <http://nces.ed.gov/naal/>

The 2003 NAAL is a nationally representative assessment of literacy among adults residing in households and prisons in the U.S. It was conducted by the National Center for Education Statistics. There is a health literacy component to the survey.

National Cancer Institute – <http://cancer.gov/cancerinformation/clearandsimple>

The guideline, Clear & Simple: Developing Effective Print Materials for Low-Literate Readers provides an excellent step-by-step method for material development. Included is information on how to conduct audience research to define the reader and how to pretest the draft of the material for revision.

National Institute on Deafness and Other Communication Disorders

<http://www.nidcd.nih.gov>

This website has a number of resources on improving health literacy and communication strategies.

National Institute for Literacy – <http://www.nifl.gov>

The NIFL is authorized by the US congress to provide national leadership regarding literacy, coordinate literacy services and policy, and serve as a national resource for adult education and literacy programs. Although materials are not specific to health literacy, there are a number of documents that help one understand the field of literacy and its impact.

- The Health Literacy Discussion List – <http://www.nifl.gov/mailman/listinfo/healthliteracy>
- The Health & Literacy Special Collection Compendium (1999) <http://www.healthliteracy.worlded.org/docs/comp/index.html>
- Culture, Health & Literacy (2000) <http://www.healthliteracy.worlded.org/docs/culture/index.html>
- Family Health & Literacy (2006) <http://healthliteracy.worlded.org/docs/family/>
- Regional Health Literacy Summits – <http://www.nifl.gov/programs/summits/summits.html>
- **Health Literacy Webcasts:**
 - Health Literacy of America's Adults (2007) – <http://www.nifl.gov/nifl/webcasts/NAALhealth/webcast0829.html>
 - Advancing Health Literacy: Meeting the Needs of Adult Learners (2008) – <http://www.nifl.gov/nifl/webcasts/health08/webcast0916.html>
- Health Literacy Curriculum – <http://healthliteracynetwork.org/materials/>

PLAIN- <http://www.plainlanguage.gov>

The Plain Language Action and Information Network (PLAIN), promotes the use of plain language for all government communications. This site contains many resources and how to tools with examples that professionals will find useful.

Organizations

American Medical Association - <http://www.ama-assn.org/ama/no-index/about-ama/9913.shtml>

Health literacy resources from the AMA.

California Health Literacy Initiative – <http://www.cahealthliteracy.org/>

This site provides information about this initiative in California. The health literacy resource center has documents on general health literacy information, plain language health resources, multicultural and multilingual information, health literacy research and publications, and health literacy clip art.

CASLPA Fact Sheets – <http://www.caslpa.ca/english/resources/literacy.asp>

This organization of Canadian Speech and Language professionals has a number of fact sheets and reports on health literacy.

Center for Health Care Strategies Resource Center -<http://www.chcs.org/>

The Center has developed a series of Fact Sheets on all aspects of health literacy.

Educational Testing Services – Policy Information Report –

<http://www.ets.org/Media/Research/pdf/PICHEATH.pdf>

This site provides a 52 page document (April 2004) from the Educational Testing Services on Literacy and Health in America.

Medical Library Association –

http://www.mlanet.org/resources/healthlit/index.html?focus_20090625

This site provides a large number of literacy resources from which to choose.

National Literacy and Health Program – <http://www.cpha.ca/en/portals/h-1.aspx>

The National Literacy and Health Program, developed by the Canadian Public Health Association, is geared toward identifying the need to provide health information in an easy to read format, and to maintaining and improving personal and community health. They provide resources that help health care professionals to create easy to read publications with their Plain Language Service, and national literacy and health program projects.

New York / New Jersey Public Health Training Center – <http://www.nynj-phtc.org/>

The training center features on-line courses on cross cultural communication and health literacy for public health professionals. Health Literacy & Public Health consists of two modules: Health Literacy & Public Health and Strategies for Addressing Low Health Literacy. There are a total of 6 sections that contain interactivity on such topics as what is health literacy, who are affected, what are the consequences, barriers to effective public health communication, and increasing effectiveness with public health communication. Each module has an evaluation and post test with a printable certificate for continuing education for several disciplines. Although public health examples are used, the content is appropriate for all disciplines.

Partnership for Clear Health Communication- <http://www.npsf.org/askme3>

A new program, called Ask Me3, is a solution-based initiative to improve health communication between patients and providers. Free materials can be ordered to help institute the program in a health setting.

The Institute for Healthcare Advancement (IHA) – www.ih4health.org

IHA offers health literacy training materials along with links to other online resources.

The Plain Language Association International- <http://www.plainlanguagenetwork.org> Formed in 1993, Plain Language Association International is a volunteer, nonprofit organization of plain-language advocates, professionals and organizations committed to plain language. This site contains many links to articles and resources from experts in the field.

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