

Selected Teach-back References

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Key Health Literacy References and Resources

Organizational Health Literacy

Healthy People 2030 personal and organizational health literacy	https://health.gov/healthypeople/priority-areas/health-literacy-healthy-people-2030
Healthy People 2030 foundational principles and overarching goals	https://health.gov/healthypeople/about/healthy-people-2030-framework
Article: “10 attributes of a health literate health care organization”	https://www.ahrq.gov/health-literacy/publications/ten-attributes.html
Agency for Healthcare Research and Quality - Health Literacy	https://www.ahrq.gov/health-literacy/index.html
Centers for Disease Control and Prevention – Health Literacy	https://www.cdc.gov/healthliteracy/index.html
Centers for Disease Control and Prevention’s Developing a Plan in Your Organization	https://www.cdc.gov/healthliteracy/planact/develop/
Attributes of a Health Literate Organization, Health Literacy	https://www.cdc.gov/healthliteracy/planact/steps/index.html
Building Health Literate Organizations: A Guidebook to Achieving Organizational Change, 2nd Edition. 2024.	https://www.Teachbacktraining.org/OrganizationalHealthLiteracyGuidebook2/

Universal Precautions, Plain Language, and Teach-back

AHRQ Health Literacy Universal Precautions Toolkit 3rd Edition	www.ahrq.gov/sites/default/files/wysiwyg/health-literacy/3rd-edition-toolkit/pdsa-worksheet.pdf
Always Use Teach-back! Toolkit	http://www.teachbacktraining.org/
American Medical Association Foundation. (2010). Health Literacy and Patient Safety: Help Patients Understand.	https://www.youtube.com/watch?v=cGtTZ_vxjyA

Health Equity and Health Literacy

Article: “Health literacy and systemic racism—using clear communication to reduce health care inequities”	https://jamanetwork.com/journals/jamainternalmedicine/article-abstract/2806461
Centers for Disease Control and Prevention - Health Equity Guiding Principles for Inclusive Communication	https://www.cdc.gov/healthcommunication/HealthEquity.html
Article: “Association between parent comfort with English and adverse events among hospitalized children”	https://jamanetwork.com/journals/jamapediatrics/fullarticle/2771983

Culture and Language Access

CLAS Standards	https://thinkculturalhealth.hhs.gov/clas/standards
Think Cultural Health	https://thinkculturalhealth.hhs.gov/resources
CLAS Standards Resources	https://thinkculturalhealth.hhs.gov/education
CLAS Standards Education	https://www.ahrq.gov/teamstepps-program/index.html
TeamSTEPPs Agency for Healthcare Research and Quality (ahrq.gov)	https://www.ahrq.gov/teamstepps-program/index.html
TeamSTEPPS LEP Safety Agency for Healthcare Research and Quality	https://www.ncihc.org/
National Council on Interpreting in Health Care	https://www.ncihc.org/assets/documents/publications/NCIHC%20Partnering%20with%20an%20Interpreter%2C%20with%20graphics.pdf

Reader-friendly Materials

Plainlanguage.gov	https://plainlanguage.gov/
Plain Language National Institutes of Health (NIH)	https://www.nih.gov/institutes-nih/nih-office-director/office-communications-public-liaison/clear-communication/plain-language

Accessibility

The Americans with Disabilities Act ADA.gov	https://www.ada.gov/
Usability – Digital.gov	https://digital.gov/topics/usability

Health Literacy Data and Reports

Kutner M, Greenberg E, Jin Y, Paulsen C. The Health Literacy of America’s Adults: Results from the 2003 National Assessment of Adult Literacy. 2006, National Center for Education	https://nces.ed.gov/naal/health.asp
Program for International Assessment of Adult Competencies (PIAAC) 2012-2017	https://nces.ed.gov/surveys/piaac/national_results.asp
National Assessment of Adult Literacy State & County Estimates of Low Literacy (2003)	http://nces.ed.gov/naal/estimates/StateEstimates.aspx
Health Literacy Data Map (Use Firefox Browser)	http://healthliteracymap.unc.edu/

Institute of Medicine Committee on Health Literacy, Nielsen- Bohlman; et al., <i>Health Literacy: A Prescription to End Confusion</i> . 2004, National Academies Press (US)	https://nap.nationalacademies.org/catalog/10883/healthliteracy-a-prescription-to-end-confusion
The Joint Commission: <i>Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care: A Roadmap for Hospitals</i> . Oakbrook Terrace, IL: The Joint Commission, 2010	https://www.jointcommission.org/-/media/tjc/%20documents/resources/patient-safety-topics/health-equity/%20aroadmapforhospitalsfinalversion727pdf.pdf
The Joint Commission (2007). What Did the Doctor Say?: Improving Health Literacy to Protect Patient Safety	https://swselfmanagement.ca/uploads/ResourceDocuments/The%20Joint%20Commission%20(2007)%20Improving%20Health%20Literacy%20for%20Patient%20Safety.pdf
America's Health Literacy: Why We Need Accessible Health Information. An Issue Brief From the U.S. Department of Health and Human Services. 2008	www.ahrq.gov/sites/default/files/wysiwyg/health-literacy/dhhs-2008-issue-brief.pdf
Berkman; et al., Low Health Literacy and Health Outcomes: An Updated Systematic Review. 2011, Annals of Internal Medicine	https://effectivehealthcare.ahrq.gov/sites/default/files/pdf/health-literacy_research.pdf
Vernon et al. Low health literacy: implications for national health policy. 2007	https://hsrc.himmelfarb.gwu.edu/sphhs_policy_facpubs/172/
U.S. Department of Health and Human Services, (2010). National Action Plan to Improve Health Literacy	https://health.gov/our-work/national-health-initiatives/health-literacy/national-action-plan-improve-health-literacy
IOM (2003). <i>Priority Areas for National Action: Transforming Health Care Quality</i>	http://www.nap.edu/openbook.php?recordid=10593&page=1z