

Health Literacy Toolkits

1. World Health Organization: Health Literacy Toolkit for Low and middle-Income Countries

http://apps.searo.who.int/PDS_DOCS/B5148.pdf

Although this toolkit was developed to address HL needs of countries outside the U.S., most, if not all of the resources are applicable to the US population living with chronic diseases. Specifically, the Ophelia approach which is cited throughout the toolkit provides useful guidelines to tackling HL needs by focusing on contextual health issues of a specific community and quality of life.

Information Sheet 4

The Ophelia principles

The Ophelia principles provide guidance to Ophelia projects and ensure that, at each phase, the potential to improve health and equity through health literacy responses is optimized.²

Ophelia projects must:

- 1 Focus on improving health and wellbeing **outcomes**
- 2 Focus on increasing **equity** in health outcomes and access to services for people with varying health literacy needs
- 3 Prioritize **local wisdom, culture and systems**
- 4 Respond to **locally-identified health literacy needs**
- 5 Respond to the **varying and changing health literacy needs** of individuals and communities
- 6 Engage all relevant stakeholders in the **co-creation** and implementation of solutions
- 7 Focus on improvements at, and across, **all levels of the health system**
- 8 Focus on achieving **sustained improvements** through changes to environments, practice, culture and policy

Information Sheet 5

Key recommendations for action

- 1 develop systems for measuring, monitoring and reporting:
 - the health of communities;
 - health behaviors within communities;
 - community engagement with health and community services;
 - the health literacy responsiveness of organizations; and
 - the health literacy strengths and limitations of communities.

Note: Use a multi-dimensional measure of health literacy and/or qualitative methods to identify the health literacy strengths and limitations of communities and community members.
- 2 use available health, health behavior, service engagement, organizational responsiveness, and health literacy data to identify local needs. Identify:
 - groups of people that have poorer health outcomes or less-than-optimal access to services;
 - health issues or behaviors of concern for the community; and/or
 - barriers to service access, equity or availability. These barriers may exist within the health system or they may be broader social or environmental factors.
- 3 engage local, regional and/or national stakeholders in:
 - discussions about local needs and considerations;
 - discussions about universal precautions;
 - determining local priorities for action;
 - identifying interventions and strategies to address priority issues;
 - designing and developing interventions and strategies;
 - implementing and evaluating interventions and strategies; and
 - continuous quality improvement to ensure ongoing effectiveness and sustainability.
- 4 scale up effective interventions and strategies.
- 5 develop and implement policies that promote identification of health literacy issues and the implementation of targeted responses.
- 6 develop and implement policies that promote equitable access to information and services for all community members.

2. Collaboration between the American Library Association and NIH U.S. National Library of Medicine: Health Literacy Toolkit

I haven't been able to access the actual toolkit. It looks as though the toolkit contains graphics and other marketing materials. This was an initiative that was created for Health Literacy Month to promote involvement of libraries in communities and academic settings to talk about HL. The idea is that libraries are a trusted source of information in the community, and therefore is a natural setting to get the word out about HL in local communities. The link below is the associated webinar.

https://nmlm.gov/sites/default/files/mar/files/HLM_Toolkit_Webinar_Presentation_09-14-17.pdf

3. The Health Literacy Place : Health Literacy Resource for Scotland

This isn't a toolkit per se, but the site is easy to navigate to locate all sorts of resources from teach-back to clear communication strategies. The site endorses the Universal Precautions Toolkit.

<http://www.healthliteracyplace.org.uk/>

4. Health Literacy Tool Shed- Database of health literacy measures

<https://healthliteracy.bu.edu/>

5. CDC Health Literacy Online: A Guide for Simplifying the User Experience

The purpose of this guide is to provide guidelines for developing health websites and other digital communication tools that help users find and understand health information.

<https://health.gov/healthliteracyonline/>