SAMPLE Health Literacy Attribute Evaluation

Organization: _____   Key Informant: _____   Student: _____

Fill in each worksheet with one attribute and two of its corresponding guidelines. Through your research, observation, and interview, record the ways in which the health organization addresses each guideline, and include any additional relevant information. Some of the boxes may be left blank, but each of the guidelines should be addressed. Submit five completed worksheets with your final report.

IOM's Attribute: 3- Prepares workforce	**Research**	**Observation**	**Interview**
IOM's Guideline: Incorporate health literacy into orientation sessions and other types of training.	Health literacy is addressed in mission statements by the larger networks that support this clinic		New hire training includes an online module training on customer service in different settings (phone, in-person, etc.), how to work with families, how to use simple language
IOM's Guideline: Set and meet goals for ongoing formal and informal health literacy training for all staff and members of governing bodies.	All staff uses online training modules		All staff completes annual customer-focused training modules online No training specifically addressing cultural-competency
Additional Info:		Staff is welcoming and interacts with diverse clients with patience	

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IOM's Attribute: 4-Includes Consumers	**Research**	**Observation**	**Interview**
IOM's Guideline: Collaborate with members of the target community in programmatic design and testing of interventions and in the development of materials.	Clinic hosts focus groups monthly to assess the needs of their community and to discuss possible program changes		Staff attends Continuing Education seminars held quarterly, covering topics that are emerging and relevant to the regions served, and sometimes including community members
IOM's Guideline: Obtain and incorporate feedback on health information and services from individuals who use them.	Most resources are developed by larger agencies and undergo their own process for approval		No indication that this is happening at the level of the clinic, but many of the resources are developed by larger organizations who may do this
Additional Info:		Clients seem familiar and comfortable with the staff, indicating repeat visits and personal relationships	

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IOM's Attribute: 6- Communicates Effectively	Research	Observation	Interview
IOM's Guideline: Ask about and accommodate different communication preferences.	Online database of multiple forms, such as informed consent and due processes, available in Spanish, English, and Creole	Patients are asked upon arrival about their language preferences and needs, and are provided with appropriate staff members based on these needs	Many staff members are bilingual and a Spanish translator is available in person
IOM's Guideline: Provide technology that facilitates communication.		Touchscreens in the waiting room allow patients to sign in in their chosen language	Electronic translation services are available for any language, and are informed especially for translating medical terminology
Additional Info:	Full descriptions of services and organizational policies are available in Spanish, English, and Creole, online		Some screening tools that are not designed by the clinic have been difficult to communicate with and need revision

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IOM's Attribute: 8- Designs Easy to Use Materials	Research	Observation	Interview
IOM's Guideline: Choose and create materials that make their purpose clear, use common words, focus on a limited number of messages, etc.	This clinic's printed resources are, for the most part, easy to read and accessible for individuals with a wide range of health literacy	Brochures are easy to read and accessible	Materials are often developed by third-party organizations, such as the CDC, and generally consist of simple messages, streamlined information, bullet points, and links to electronic resources
IOM's Guideline: Consider educational materials a supplement to, not a substitute for, in-person education.		Patients leave with written materials, but have had face-to-face communication as the primary source of information	Materials are distributed in addition to verbal communication, such as in the case of vaccinations. Every parent of a child receiving a vaccination takes home a Vaccination Information Statement
Additional Info: Materials available in all languages.	Online database of multiple forms, such as informed consent and due processes, available in Spanish, English, and Creole		All materials can be found in multiple languages

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IOM's Attribute:	Research	Observation	Interview
10- Explains Coverage & Costs			
IOM's Guideline: Communicate costs of care in advance.	Online database of insurance and Medicaid procedures and coverage, available in Spanish, English, and Creole	Each client is asked to verify their understanding of the cost of services upon arrival	Parents are notified if they will be responsible for any payment (i.e. if Medicaid denies reimbursement)
IOM's Guideline: Provide staff and resources to find out whether a treatment is covered and what out-of-pocket expenses will be, and troubleshoot difficulties in obtaining reimbursement.		Staff answers questions about Medicaid coverage Staff contacts other specialists and insurance companies on behalf of the client to ensure clarity in payment	Clinic staff sends requests to third-party to determine how services fit into Medicaid's reimbursement plan, and determine feasible plans for treatment
Additional Info:			