

Health Literacy as a Topic at Your Organization

Health Literate Healthcare Organization 10 Item Questionnaire (HLHO-10)

Updated 30 October 2018

Patients and families have varying levels of health literacy. Health Literacy can be defined as the ability to find, understand and put health information into use. The following statements relate to measures taken at your organization to consider and promote the health literacy of the people you serve. Please think about your organization in answering these questions.

Please assess your organization in accordance to each question on a scale from 1 "absolutely not" to 7 "to a very large extent." Choose one per row.

		Absolutely not				To a very large extent		
	To what extent	1	2	3	4	5	6	7
1	is the management at your organization explicitly dedicated to the subject of health literacy (e.g. mission statement, human resources planning)?							
2	is the topic of health literacy considered in quality management measures at your organization?							
3	is health information at your organization developed by involving patients and families?							
4	is individualized health information used at your organization (e.g. different languages, print sizes, braille)?							
5	are there communication standards at your organization which ensure that patients and families truly understand the necessary information (e.g. teachback, translators, allowing pauses for reflection, calling for further queries)?							
6	are efforts made to ensure that patients and families can find their way at your organization without any problems (e.g. direction signs, information staff)							
7	is information made available to different patients and families via different media at your organization (e.g. three-dimensional models, DVDs, picture stories)?							

		Absolutely not				To a very large extent		
	To what extent	1	2	3	4	5	6	7
8	is it ensured that the patients and families have truly understood everything, particularly in critical situations (e.g. medication, surgical consent), at your organization?							
9	do you communicate openly and comprehensibly at your organization to your patients and families in advance about the costs which they themselves have to pay for treatment (e.g. out-of-pocket payments)?							
10	are employees at your organization trained on the topic of health literacy? (e.g. teach-back, plain language)							