**Resources Correlated with Health Literacy Focus Area Indicators**

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| **FOCUS AREA 1: PERFORMANCE MANAGEMENT** | |
| **Indicator** | **Suggested Resources** |
| Organization includes a Health Literacy Category in its Annual Employee Evaluation, at all levels | * [Building Health Literate Organizations: A Guidebook to Achieving Organizational Change](http://www.unitypoint.org/health-literacy-guidebook.aspx) * [Health Literacy Training Manual for CHWs and Front Office Staff](http://nalhd.org/files/resources-HL/Health_Literacy_Manual.pdf) |
| Organization provides Health Literacy Training for new employees within 6 months of hire (ie. CDC, HLA training, Teach Back) | * + [Center for Disease Control Health Literacy training](http://www.cdc.gov/healthliteracy/)   + [Teach Back](http://www.teachbacktraining.org/)   + [Health Literacy Advisory Software](http://www.healthliteracyinnovations.com/) |
| Organization provides Health Literacy training on an annual basis for all employees, and documents training in personnel file. (ie, Writers Workshop at conferences on online, staff developed in service) | * [Nebraska Association of Local Health Directors (NALHD)](http://nalhd.org/) |
| Organization evaluates personnel on how well they incorporate Health Literacy best practices and/or tools into their daily work |  |
| **FOCUS AREA 2: POLICIES and PROCEDURES** | |
| **Indicator** | **Suggested Resources** |
| Organization incorporates Health Literacy best practices and/or tools into Health Education presentations or programs. (ie Teach Back: “I had a chance to demonstrate or explain what I learned today…) | [Knowing the Audience: Culture Profiles](http://www.culturalorientation.net/)  [CDC Audience Tool](http://www.cdc.gov/healthcommunication/Audience/)  [Teach Back](http://www.teachbacktraining.org/)  [Patient Education Materials Assessment Tool (PEMAT)](http://www.ahrq.gov/professionals/prevention-chronic-care/improve/self-mgmt/pemat/) |
| Organization has a policy which incorporates Health Literacy  best practices and tools into the development of all printed materials. | [Health Literacy Advisory Software](http://www.healthliteracyinnovations.com/)  [CDC Audience Tool](http://www.cdc.gov/healthcommunication/Audience/)  [CDC Clear Communication Index](http://www.cdc.gov/ccindex/)  [Health Literacy Style Manual from Maximus](http://nalhd.org/files/resources-HL/Health_Literacy_style_manual.pdf)  [Quick Checklist for Plain Language](http://nalhd.org/files/resources-HL/Quick_Checklist_Maxiumus.pdf)  [Health Literacy Online](http://nalhd.org/files/resources-HL/Health_Literacy_Online.pdf)  [Usability.gov](http://www.usability.gov/)  [Patient Education Materials Assessment Tool (PEMAT)](http://www.ahrq.gov/professionals/prevention-chronic-care/improve/self-mgmt/pemat/) |
| **FOCUS AREA 3: COMMUNITY PARTNERS** | |
| **Indicator** | **Suggested Resources** |
| Organization works with community partners to promote health literacy. | [MAPP](http://www.naccho.org/topics/infrastructure/mapp/)  CHIP |
| Organization’s staff participate in local, regional, state or national Health Literacy groups | [Health Literacy NE](http://www.healthliteracyne.org/) [Health Literacy Missouri](http://www.healthliteracymissouri.org/)  [Institute for Healthcare Advancement](http://www.healthliteracymissouri.org/) |