Appendix 2. Organisational health literacy tools

Organisation-wide tools

Health literacy tool	Description and Outcomes assessed
A Checklist for Health Literate Organisations (2018)	• Developed by Northern NSW Health Literacy Project. • Practical checklist to check your organisational health literacy based on the ten attributes of a health literate organisation, including ideas for improvement.
10 Attributes of a Health Literate Organisation (2012)	• Developed by the American Institute of Medicine. • Describes 10 attributes of health care organizations that make it easier for people to navigate, understand, and use information and services to take care of their health. Most of the other tools are based on this.
Organisational Health Literacy Responsiveness (Org-HLR) self-assessment tool (2018)	• Developed as part of the Ophelia process. • Helps organisations assess strengths and areas for further development in relation to systems, processes and practices. • Suits all organisations that play a role in providing health and health-related information, services and programs to individuals and communities.
AHRQ Universal Precautions Toolkit (2015)	• Developed by the Agency for Healthcare research and Quality. • Toolkit can help primary care practices reduce the complexity of health care, increase patient understanding of health information, and enhance support for patients of all health literacy levels. • 175 page document – takes a long time to complete.
The health literate health care organization 10 item questionnaire (HLHO-10) (2015)	• Ten items were developed to represent the ten attributes of HLHO (HLHO-10). • It provides a useful tool to assess the degree to which health care organizations help patients to navigate, understand, and use information and services.
The Gippsland Guide to becoming a Health Literate Organisation (2015)	• Contains policy and implementation guidelines. • Agency Self-Assessment Checklist. • 56 page document
Enliven Organisational Health Literacy Self-Assessment resource	• Based on 10 attributes. • 36 pages
Making Health Literacy Real: The beginnings of my organization's plan for action	• CDC template to develop organisation action plan.
Building Health Literate Organisations Toolkit (2015)	• Lower Hume Primary Care Partnership Health Literate Organisation Quality Improvement Action Plan Template. • 21 pages. • Good concise version that provides practical examples of actions organisations can take to address each of the ten attributes and resources to support actions.
The Health Literacy Environment of Hospitals and Health Centers – Partners for Action: Making Your Healthcare Facility Literacy-Friendly (2006)	• Developed by R. Rudd, J. Anderson, 2006. • Approach for analyzing literacy-related barriers to healthcare access and navigation.

Health literacy practice assessments

Health literacy tool	Description and Outcomes assessed
Health Literate Primary Care Practice screener (HLPC) (2015)	• Developed in Germany • HLPC is a 4-item screener • Provides insights in the extent of the utilization of health literacy strategies in primary care practices.
health literacy-sensitivity of communication (HL-COM) (2017)	• Developed in Germany • The instrument measures an important aspect of organizational HL; i.e., the degree of health literacy-sensitivity of communication • The instrument might be used to measure attributes of health-literate health care organizations or to evaluate communication skills trainings for physicians or other health professionals from the patient's perspective.
Teach-back checklist (2018)	• A checklist to monitor teach-back proficiency of health professionals.