

# Improving Health Literacy to Reduce Readmissions

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Chief Content Expert and Multilingual Director  
Health Literacy Innovations



Improving Health Communication One Word At a Time™

# Objectives

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After this presentation, participants will be able to:

- Define health literacy
- Recognize health literacy's impact readmission
- Recognize health literacy and the Health Literacy Advisor as a solution to improve health communication

# Health Literacy Innovations

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## **Mission –**

*Knowing that “literacy” is the single most important indicator of health outcomes, HLI was founded to create tools to help eliminate medical mistakes and confusion due to low health literacy –*

## **Flagship Product –**

The Health Literacy Advisor (HLA), the nation’s first interactive health literacy software program



## **Goals –**

- ❑ Streamline the health literacy review process
- ❑ Replace inefficiency with technology and knowledge
- ❑ Empower communicators with the tools to create, produce, print, display, share, and advertise clear health information
- ❑ Improve health care outcomes one word at a time



# Health Literacy Innovations

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## Who We Are

- Health Literacy Advisor™  
(English & Spanish)
- Health literacy training and presentations

## What We Do

- *National Survey of Medicaid Guidelines for Health Literacy*
- *Health Literacy & Plain Language Resource Guide*
- *Health Literacy Innovations Newsletter*



# Introducing Health Literacy

# Imagine...

6

In an emergency room patients may be asked to sign this:


## **CONSENT FOR TREATMENT, RELEASES, ACKNOWLEDGEMENT AND FINANCIAL AGREEMENT**

GENERAL CONSENT FOR TREATMENT. VOLUNTARY CONSENT TO AUTHORIZE SUCH CARE AND TREATMENTS, INCLUDING BUT NOT LIMITED TO PHYSICAL OR MENTAL EXAMINATION, DIAGNOSTIC TESTS, MEDICAL PROCEDURES AND MEDICATION (TREATMENTS) BY EMPLOYEES AND AUTHORIZED AGENTS OF NAME CHANGED HOSPITAL "HOSPITAL) AS MAY BE CONSIDERED NECESSARY OR ADVISABLE IN THEIR PROFESSIONAL JUDGEMENT, AND MAY INCLUDE THE DRAWING AND TESTING FOR HIV (THE VIRUS THAT CAUSES AIDS) AND OTHER BLOOD BORNE DISEASES. I FURTHER ACKNOWLEDGE THAT NO GUARANTEES HAVE BEEN MADE REGARDING THE EFFECT OF SUCH TREATMENTS ON ANY MEDICAL CONDITION

*Actual informed consent from Washington, DC-based teaching hospital  
Readability Grade Level: College*

# Or At Home, Understand This. . .

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 Local Pharmacy  
123 MAIN STREET  
ANYTOWN, USA 11111      (800) 555-5555

DR C. JONES

NO 0068223-08291      DATE 06-23-09

JANE SMITH  
456 MAIN STREET ANYTOWN, US 11111

CHEW TWO TABLETS BY MOUTH TWICE DAILY

AMOXICILLIN 500MG CAPSULE

NO REFILLS - DR. AUTHORIZATION REQUIRED

USE BEFORE 06/23/12  
SLF/SLF

But patients in a study were given five pill bottles with instructions on the label.  
When asked how they would take the medicine,

- nearly **50% did not** understand at least one of the labels,
- and even among those with adequate literacy, more than **1/3 missed** at least one.

# For Many Americans, Understanding Health Information Might be Clear and Easy to Understand -

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-- Yet for the 77 million Americans with low literacy – who read below the 8<sup>th</sup>-grade level – health information may appear as:

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# What is Health Literacy?

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## Defining Health Literacy

“The degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.”

-- *Healthy People 2010*

# In Plain English

10

An individual's ability to understand and act on health information.



# Literacy

11

“Using print and written information to function in society, to achieve one’s goals, and to develop one’s knowledge and potential.”

*-- 2003 National Adult Literacy Survey*

# NAAL's Health Literacy Tasks

12

## Tasks organized around three domains:

- Clinical: Filling out a patient form
- Prevention: Following guidelines for age-appropriate preventive health services
- Navigation of the health care system: Understanding what a health insurance plan will pay for

# NAAL's Categories

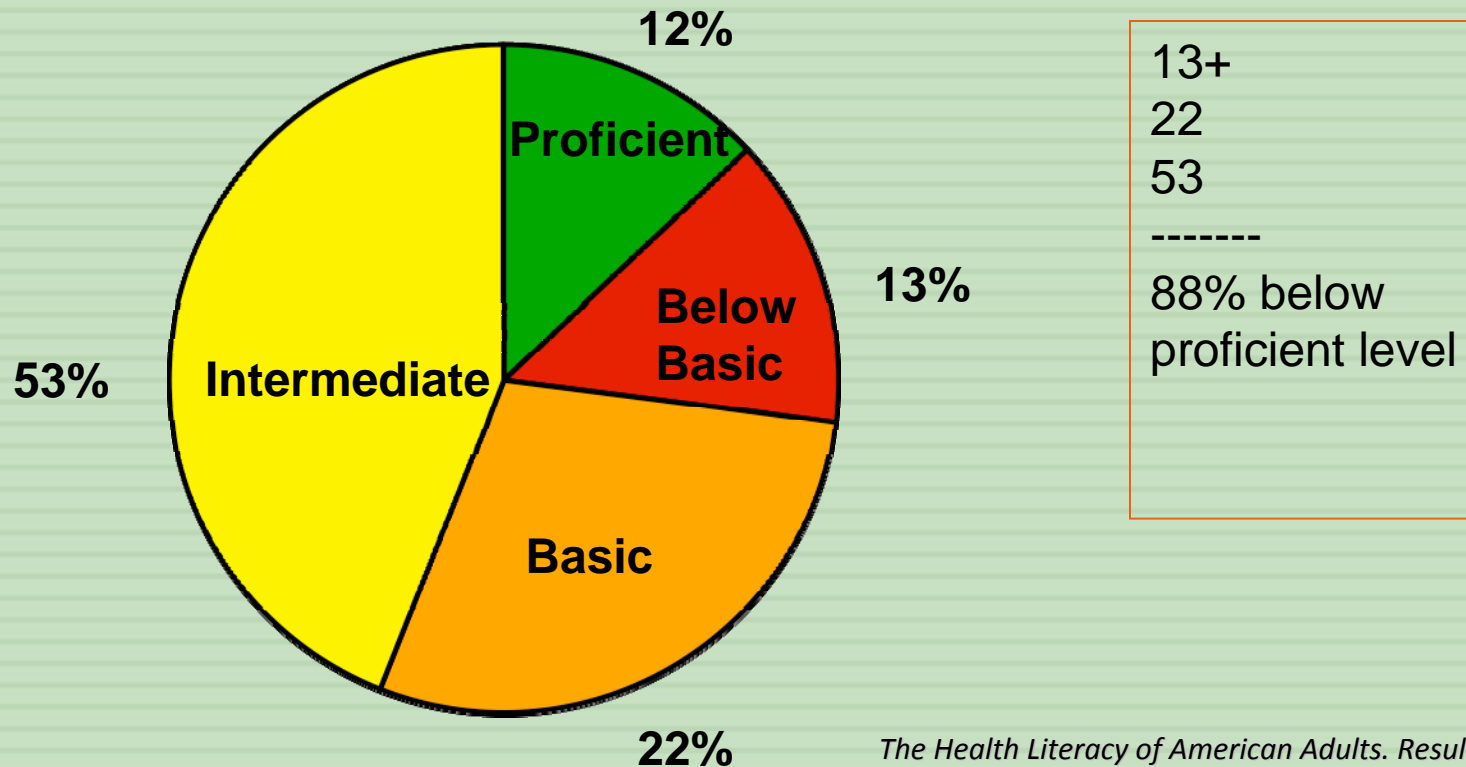
13

- Proficient: Can perform complex and challenging literacy activities
- Intermediate: Can perform moderately challenging literacy activities
- Basic: Can perform simple everyday literacy activities
- Below Basic: Can perform no more than the most simple and concrete literacy activities
- Nonliterate in English: Unable to complete a minimum number of screening tasks or could not be tested because did not speak English or Spanish

# Results - Health Literacy in the U.S.

14

77 million adults have basic or below health literacy skills



*The Health Literacy of American Adults. Results from the 2003 NAALs, National Center for Education Statistics (2006). <http://nces.ed.gov/naal/health.asp>*

# Yet...

15

**Most folks described themselves as being able to read very well!**



# The Challenge

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- Even though the research reveals that few Americans can read, act, or understand their health information, we are slow to respond --
  - 30 million Americans have a reading level of 5<sup>th</sup> grade or below
  - The average reading level of health communications materials created by the health industry is at 10<sup>th</sup> grade



# The Impact of Low Health Literacy

# Why?

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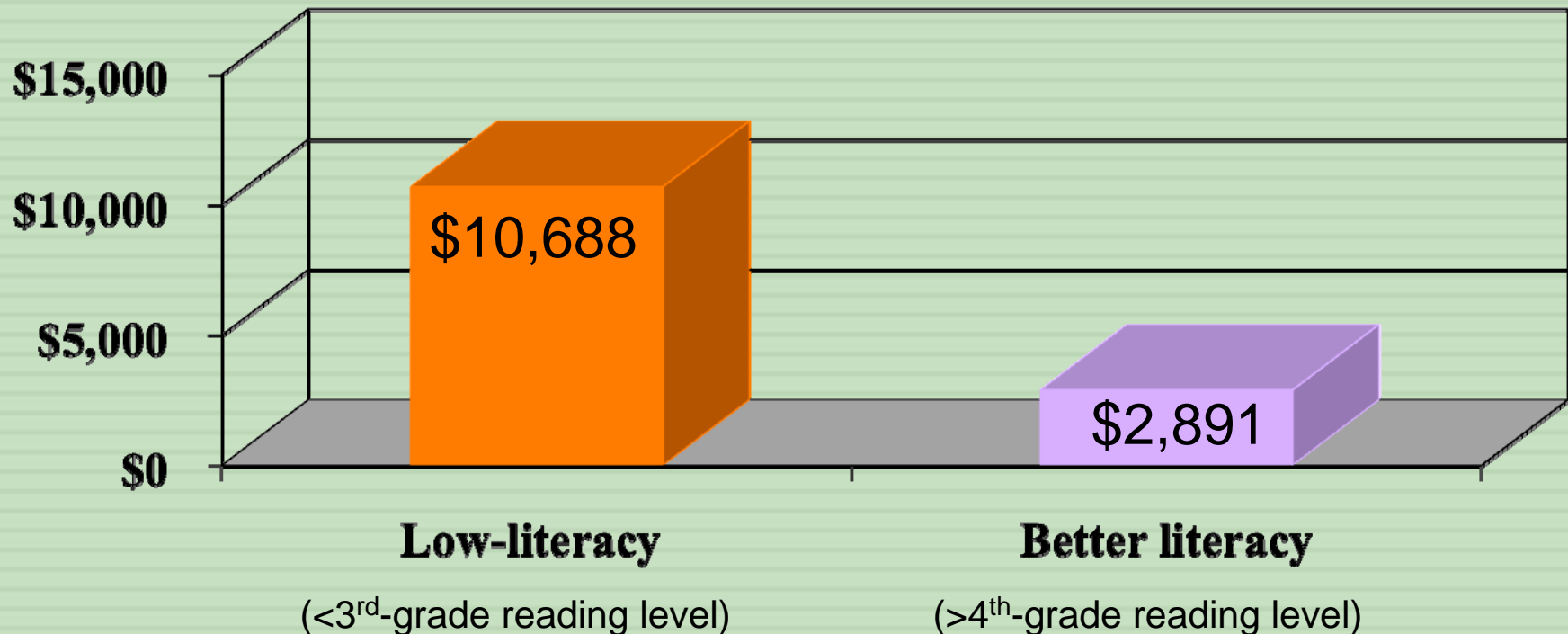
## Is Health Literacy So Important?

- When consumers cannot read, understand or act on their health care information, they cannot . . .
  - follow directions
  - fill out or complete forms
  - share personal and health information with providers
  - act on health-related news and announcements
  - navigate the health system and get needed services
  - find and locate providers and services

# Health Literacy and Health Care Costs

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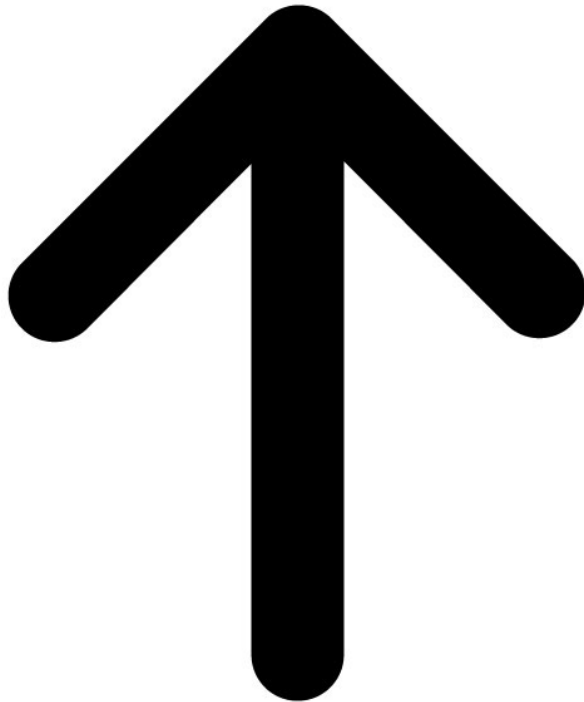
## Annual Healthcare Costs of Medicaid Enrollees



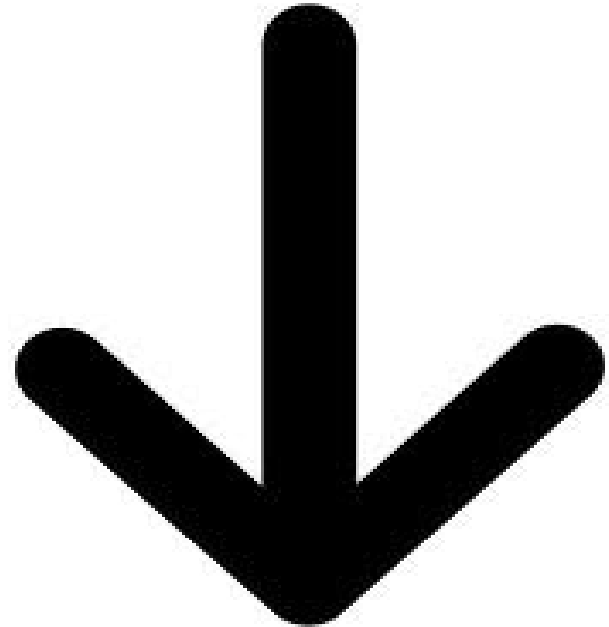
# Mistakes Happen

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**Costs go up!**



**Quality of care goes down!**



# Low Health Literacy's Impact on Readmissions

# Health Literacy Linked to Readmissions

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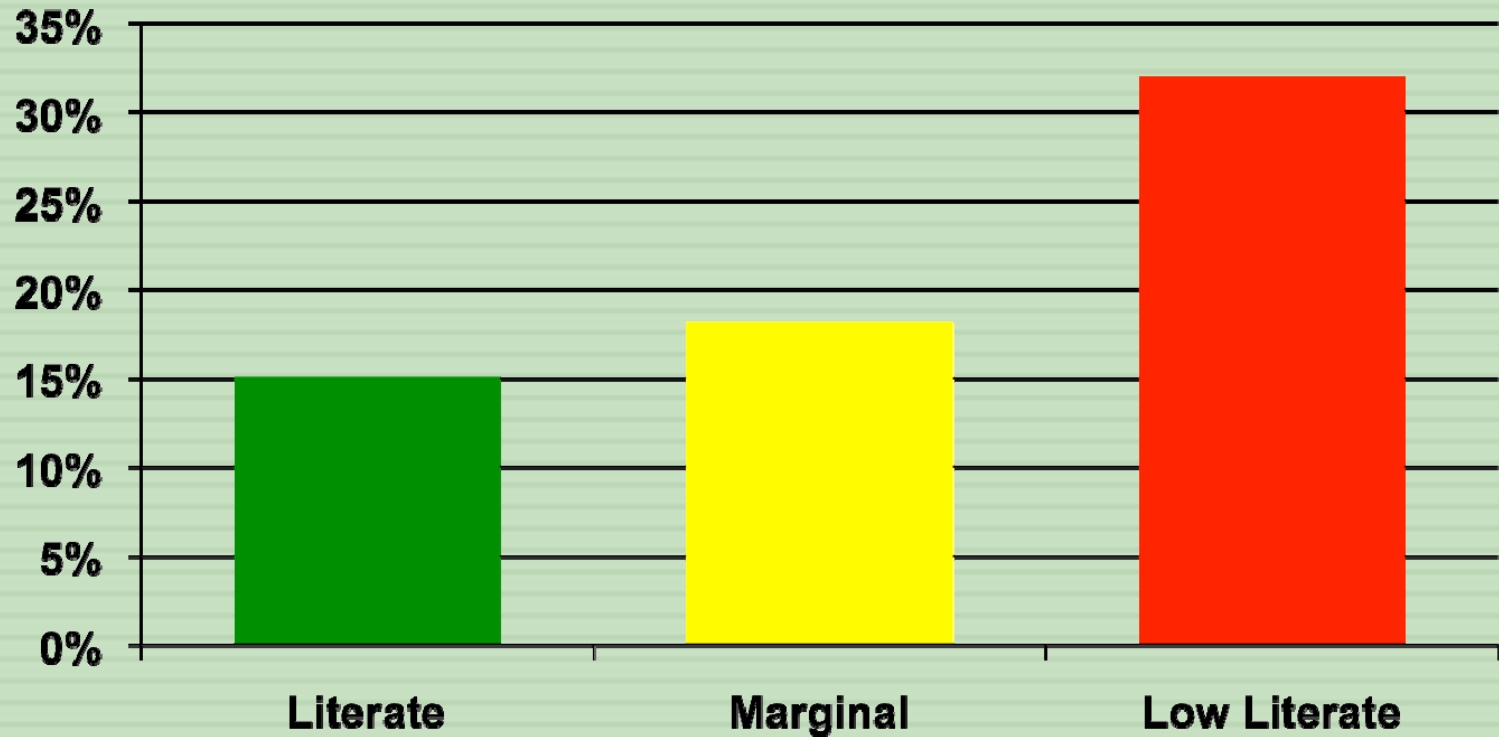
- Residents recognized low literacy as a potential factor in patient non-adherence and hospital readmission
- Residents found that low literacy is associated with:
  - ▣ poor self-management of disease
  - ▣ increased hospitalization/readmissions



Source: *Journal of General Internal Medicine* are provided here courtesy of Society of General, Caroline K Powell, MD1 and Sunil Kripalani, MD, MSc2

# Patients with Low Literacy are More Likely to be Hospitalized

23



Source: Baker, Parker,  
Williams, et al. *JGIM*  
1999

# Addressing Health Literacy Delays Readmission

24

Hospital study (136 congestive heart failure patient) finds:

- Patients recall and comprehend **less than half** of what clinicians explain to them
- **Fewer than half** understand written medication instructions
- Improving health communication delays readmissions

Source: *Advance for Nurses*:  
National News, Health Literacy  
Effectively Delays Readmissions,  
Hospital Study Finds, Posted  
November 27, 2009



# Addressing Health Literacy Delays Readmission

25

Another hospital study with patients with heart failure finds:

- HF patients with **inadequate health literacy** are:
  - ▣ at increased risk for poor self-care
  - ▣ negative health outcomes such as hospital readmission

Source: *Journal of Cardiovascular Nursing*, Dennison, et al,  
September/October 2011, Volume  
26 Number 5 , Pages 359 - 367

# People with Low Health Literacy Have

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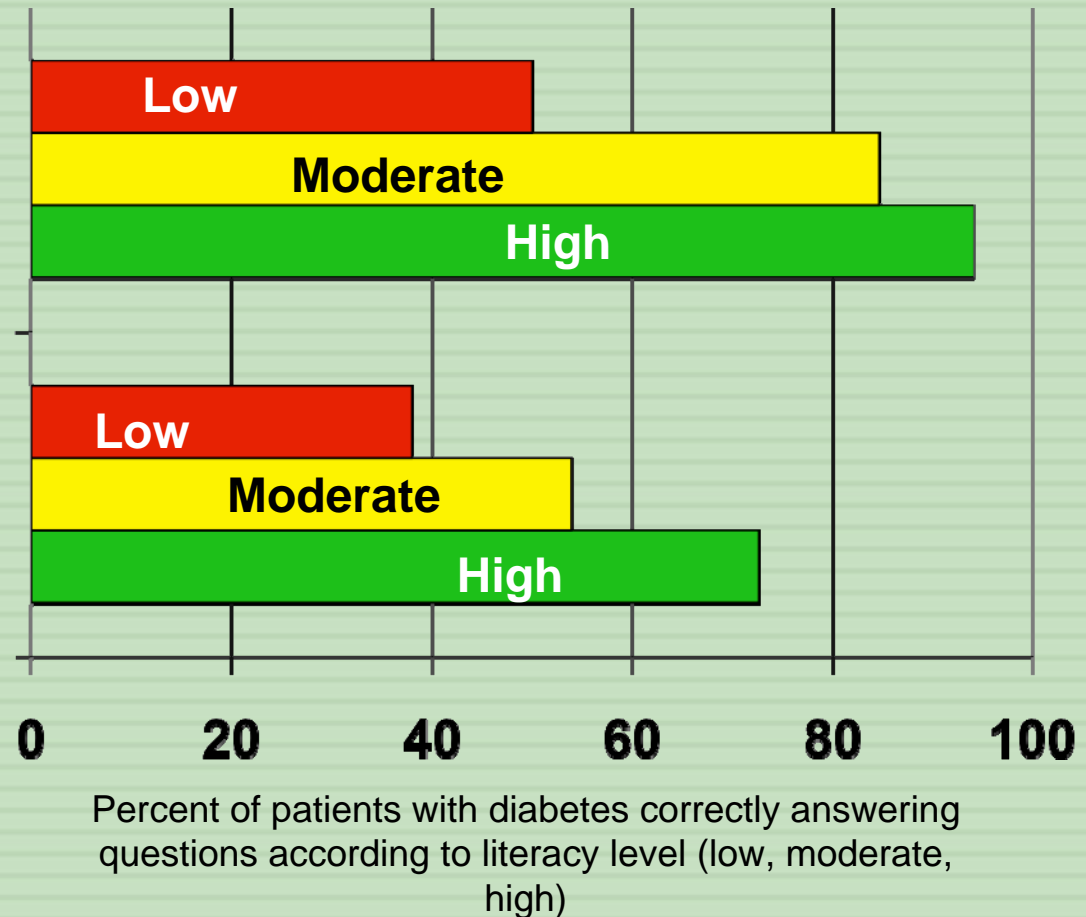
## Poorer Health Status

- Higher health care usage:
  - More preventable hospital visits/readmissions
  - Greater use of the ER
- Are at greater risk of misunderstanding treatment recommendations and discharge instructions
- Have problems in accurately taking prescription medications
- Die earlier

# Health Literacy and Diabetes Management

27

- Need to Know:
  - ▣ symptoms of low blood sugar (hypoglycemia)
  
- Need to Do:
  - ▣ correct action for hypoglycemic symptoms



Percent of patients with diabetes correctly answering questions according to literacy level (low, moderate, high)

Source: Williams, et al (1998). *Arch Int Med*.

# Health literacy and Discharge Instructions

28

A hospital study with 217 patients discharged from the ED

- Patients were interviewed after discharge and asked to state their diagnosis, medication instructions, and follow-up instructions
- Patients were administered a standardized test of reading ability

Results:

- The ED's printed discharge instructions were written at an 11th-grade reading level.
- 23% of patients exhibited no understanding of at least one component of their discharge instructions
- The mean reading ability of the patients was at the sixth-grade level
- Patients with low literacy scores were more likely to have poor comprehension of instructions.

# Strategies to Improve Health Literacy

# Strategies to Improve Health Literacy

30

- Understand the Population at Risk
- Improve Usability of Health Services
- Use User-Friendly Materials
- Advocate for Health Literacy Improvement

# Use User-Friendly Materials

31

## Improve information for consumers

1. Assess materials
2. Use plain language
3. Review for health literacy
4. Limit information (3-5 key points)
5. Measure readability of documents
6. Document scores to prove easy to read
7. Use easy-to-read layout



# Why prevent readmissions?

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*“The safety of patients cannot be assured without mitigating the negative effects of low health literacy and ineffective communication on patient care.”*

The Joint Commission

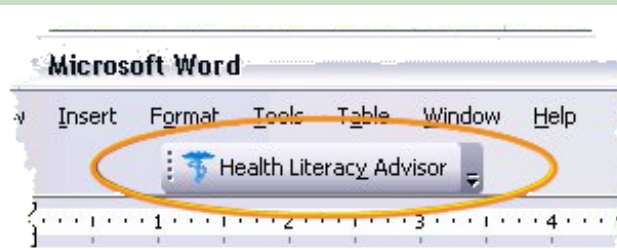
Source: “What did the Doctor Say?:” Improving Health Literacy To Protect Patient Safety. The Joint Commission (2007).



# A Solution

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## Health Literacy Advisor



**An Add-in for  
Microsoft Word**

# What Does the Health Literacy Advisor Do?

34

## Features:

- ☐ Scan and highlight hard to read words by health and non-health
- ☐ Identifies long sentences
- ☐ Finds multiple syllable words
- ☐ Search and replace difficult terms and offers for plain language alternatives
- ☐ Calculate readability
- ☐ Sets grade level and desired reading level
- ☐ Offers Reads Stamp
- ☐ Create detailed reports

# The Health Literacy Advisor Helps You To:

35

- Be More Productive
  - ▣ Apply technology to streamline the health literacy review process
  - ▣ Choose from one of nine different readability formulas
  - ▣ Assess readability in seconds
  - ▣ Use 12,000 “ready-made” plain language alternatives
  - ▣ Use a 15-page Style Guide on design and layout

# Starting the Health Literacy Review Process: The Health Literacy Advisor

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<http://www.healthliteracyinnovations.com/home>

# New Features

37

- ❑ Rewards users for achieving the industry gold standard for health literacy – a 6th grade reading level – with a Reads Easy Stamp.



- ❑ Scans text in boxes- forms and surveys
- ❑ Highlight long sentences

# The Benefits of Using The Health Literacy Advisor

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- It saves time calculating the reading level of documents
- Stamps documents with scores, date, time, and name of readability indices used
- Standardizes organizations' plain language health lexicons.
- Eliminates the need for Internet searches to find plain language alternatives.

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Other words with 3 or more syllables

Find difficult terms and replace with easy to understand terms

Calculate Readability Scores

Calculate Readability using all paragraphs of 25 or more words

To create health literate documents aim for GRADE 6 OR LOWER

Fry-based Grade Level: 10  
Gunning-Fog Index: 10.6  
Precise SMOG Index: 10.7  
Flesch-Kincaid Grade: 8.5

This analysis used 5 paragraphs of 25 words or more, 26 sentences, 353 words, 562 syllables, 1738 non-space characters, 1.6 syllables per word, 13.6 words per sentence, 5.2 sentences per paragraph, 159.2 syllables per 100 words, 7.4 sentences per 100 words

Copy Results Settings... Help Close

# The Benefits of Using The Health Literacy Advisor

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## Insures Accurate Readability Scores

- Ignores:
  - ▣ phone numbers
  - ▣ URLs
  - ▣ Headings
  - ▣ Bullets
- Assesses the entire document - long and short
- Taps into a database of more than 118,000 words already divided by syllables

# Conclusion

40

## Summary

- Low health literacy (LHL) is prevalent
- LHL leads to:
  - Lower health knowledge and less healthy behaviors
  - Greater health costs
  - Poorer health outcomes
- Health literacy can predict health status
- Strategies may be used to address LHL



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<http://www.healthliteracyinnovations.com/resources/>

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# Health Literacy Innovations

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**HealthLiteracyInnovations.com**  
**301-230-4966**



# Starting the Health Literacy Review Process: The Health Literacy Advisor

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## **Reducing your chance of getting a myocardial infarction**

You can reduce your chance of getting a heart attack. Read this page to learn how. Share what you discover with your family.

### **Our Sample Document**

#### **Risk factors you are born with**

There are genetic factors that raise the possibility of having cardiac problems. These are factors that cannot be changed. But, you can lower your chance of myocardial infarction by going to your physician for physical examinations, getting needed laboratory tests, and making small changes in your life.

People with parents who have or had hypertension and hyperlipidemia have genetic factors. People with parents who had heart problems before age 55 and type 1 diabetes can have factors that put them at greater risk. There are also risk factors that you get over your lifetime. These are caused by things that you do. These are things that can change through letting go of old habits and starting and keeping new habits that are better for your health, such as giving up smoking, getting more exercise, and getting medical attention.

#### **Risk factors you get over time**

Acquired risk factors are health conditions you get over time. People with hypertension and hyperlipidemia are at greater risk of cardiac problems. People who are smokers, very stressed, and who drink excessive amounts of alcohol have a significant chance of having

**Health Literacy Advisor**

## About Myocardial Infarction

Reducing your chance of getting a myocardial infarction

You can reduce your risk of getting a myocardial infarction by making changes in your lifestyle. Share what you learn with others.

### Risk factors

There are several risk factors that cannot be changed, such as your physical characteristics in your family. People with a family history of heart disease, high blood pressure, and high cholesterol are at a higher risk of getting a myocardial infarction. People with diabetes, high blood pressure, and high cholesterol are also at a higher risk of getting a myocardial infarction. People with a family history of heart disease, high blood pressure, and high cholesterol are also at a higher risk of getting a myocardial infarction.

### Risk factors

Acquired risk factors include high blood pressure, high cholesterol, and who drink alcohol. Also, those who have type 2 diabetes and a person's cholesterol level.

### Know the signs

People must know the signs of a myocardial infarction. People who suffer chest pain most often are at a higher risk of getting a myocardial infarction.

**Health Literacy Advisor™ Control Center**

**Improve Health Literacy**

**Scan and Highlight** **Remove All Highlights**

☒ Difficult to understand terms  
☐ health ☐ non-health ☒ all  
☐ Other words with 3 or more syllables

To set the highlight colors, use the Settings button below

**Search and Replace** Find difficult terms and replace with easy to understand terms

**Calculate Readability Scores**

**Calculate Readability** using all paragraphs of 25 or more words

**Settings...** **Help** **Close**

**Let's See it in Action ...**

# Calculate Readability

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**ABOUT MYOCARDIAL INFARCTION**

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# Scan & Highlight

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**About Myocardial Infarction**

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**Health Literacy Advisor™ Control Center**

**Improve Health Literacy**

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**Remove All Highlights**

To set the highlight colors, use the Settings button below

**Search and Replace** Find difficult terms and replace with easy to understand terms

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## ABOUT MYOCARDIAL INFARCTION

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**Health Literacy Advisor™ Control Center**

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### Reducing your chance of getting a myocardial infarction

You can reduce your chance of getting a **myocardial infarction**. Read this page to learn how. Share what you discover with your family.

#### Risk factors you are born with

There are genetic factors that raise the possibility of having **cardiac** problems. These are factors that cannot be changed. But, you can lower your chance of **myocardial infarction** by going to your **physician** for **physical examinations**, getting needed **laboratory** tests, and making small changes in your life.

People with parents who have or had **hypertension** and **hyperlipidemia** have genetic factors. People with parents who had **heart** problems before age 55 and **type 1 diabetes** can have factors that put them at greater risk. There are also **risk factors** that you get over your lifetime. These are caused by things that you do. These are things that can change through lifestyle changes and getting **medical attention**.

## Difficult Health Terms ...

#### Risk factors you get over time

Acquired **risk factors** are **health conditions** you get over time. People with **hypertension** and **hyperlipidemia** are at greater risk of **cardiac** problems. People who are smokers, very stressed, and who drink excessive amounts of alcohol have a **significant** chance of having a **heart attack**. Also those people who are sedentary and are extremely **overweight**, eat foods high in fat, and have **type 2 diabetes** are also at risk. Having had an earlier **myocardial infarction** can raise a person's chance of having additional **cardiac** problems.

#### Know the symptoms of heart attack

People must know about the **symptoms** of **myocardial infarction**. The person can suffer chest pain that happen in the center of the chest. It last for more than a few minutes. The pain most often feels like uncomfortable pressure. The person can also feel pain in other areas that include one or both arms, the back or neck. Some people also feel **dyspnea** and chest pain that rises in

### Reducing your chance of getting a myocardial infarction

You can **reduce** your chance of getting a myocardial infarction. Read this page to learn how. Share what you **discover** with your family.

#### Risk **factors** you are born with

There are **genetic factors** that raise the **possibility** of having cardiac problems. These are **factors** that cannot be changed. But, you can lower your chance of myocardial infarction by going to your physician for physical examinations, getting needed laboratory tests, and making small changes in your life.

People with parents who have or had hypertension and hyperlipidemia have **genetic factors**. People with parents who had heart problems before age 55 and type 1 diabetes can have **factors** that put them at greater **risk**. There are also risk **factors** that you get over your lifetime. These are caused by things that you do. These are things that can change through **lifestyle changes** and getting medical **attention**.

### Difficult Non-Health Terms ...

#### Risk **factors** you get over time

**Acquired** risk **factors** are health **conditions** you get over time. People with hypertension and hyperlipidemia are at greater **risk** of cardiac problems. People who are smokers, very stressed, and who drink **excessive** amounts of **alcohol** have a significant chance of having a heart attack. Also those people who are **sedentary** and are **extremely** overweight, eat foods high in fat, and have type 2 diabetes are also at **risk**. Having had an earlier myocardial infarction can raise a person's chance of having **additional** cardiac problems.

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People must know about the symptoms of myocardial infarction. The person can suffer chest pain that happen in the **center** of the chest. It last for more than a few minutes. The pain most often feels like **uncomfortable** pressure. The person can also feel pain in other **areas** that include one or both arms, the back or neck. Some people also feel dyspnea and chest pain that **rises in**



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#### Know the symptoms of heart attack

People must know about the symptoms of myocardial infarction. The person can suffer chest pain that happen in the center of the chest. It last for more than a few minutes. The pain most often feels like uncomfortable pressure. The person can also feel pain in other areas that include one or both arms, the back or neck. Some people also feel dyspnea and chest pain that rises in

### or Other Multi-Syllable Words

## Reducing your chance of getting a myocardial infarction

To reduce your chance of getting a myocardial infarction, Read this page to learn how. What you discover with your family.

### Risk factors you are born with

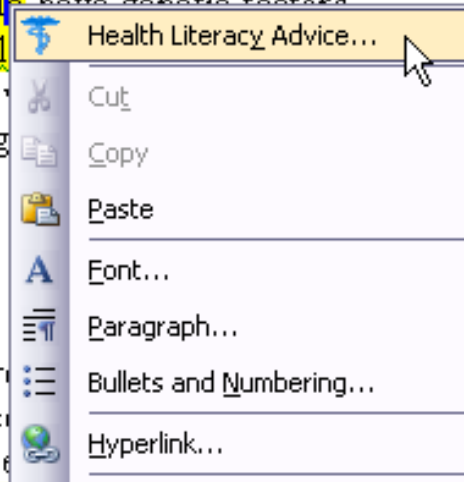
Some are genetic factors that raise the possibility of having cardiac problems. These are factors that cannot be changed. But, you can lower your chance of myocardial infarction by going to a physician for physical examinations, getting needed laboratory tests, and making small changes in your life.

People with parents who have or had hypertension and hyperlipidemia have genetic factors that raise their risk. People with parents who had heart problems before age 55 and +1 have genetic factors that raise their risk. There are also risk factors that you get over time. These are things that you do. These are things that can change through medical attention.

Right-Click on any term

### Risk factors you get over time

Some risk factors are health conditions you get over time. People with hypertension and hyperlipidemia are at greater risk of cardiac problems. People who are obese, drink excessive amounts of alcohol have a significant chance of getting a myocardial infarction. These people who are sedentary and are extremely overweight, obese, and have a family history of heart disease.



## ing your chance of getting a myocardial infarction

reduce your chance of getting a myocardial infarction. Read this page to learn how.

The screenshot shows a software window titled "Health Literacy Advisor™ Search and Replace". Inside the window, there is a text input field containing the word "hyperlipidemia". To the right of this field is a button labeled "Ignore Once". Below the input field is a section titled "Consider using:" which contains a list of three replacement options: "high level of fats or lipids in the blood", "a high level of fats in the blood", and "high blood cholesterol". The second option, "a high level of fats in the blood", is highlighted with a blue selection bar and circled in orange. To the right of this list is another button labeled "Change", which is also circled in orange. A tooltip box points to the "Change" button with the text "Change the word or phrase to the selected replacement". Below the list of replacements is a preview section showing the word "Hyperlipidemia" underlined, followed by the sentence "When the level of fats in the blood are too high." To the right of this preview is a button labeled "Insert". At the bottom of the dialog box are two buttons: "Settings..." and "Cancel".

Is this health literate?

hyperlipidemia

Ignore Once

Consider using:

- high level of fats or lipids in the blood
- a high level of fats in the blood
- high blood cholesterol

Change

Change the word or phrase to the selected replacement

Hyperlipidemia  
When the level of fats in the blood are too high.

Insert

Settings... Cancel

## Reducing your chance of getting a myocardial infarction

To reduce your chance of getting a myocardial infarction, Read this page to learn how. What you discover with your family.

### Risk factors you are born with

Some genetic factors that raise your risk of getting a myocardial infarction cannot be changed. But, you can lower your chance of myocardial infarction by going to a physician for physical examinations, getting needed laboratory tests, and making small changes in your life.

**The replacement has been made**

People with parents who have or had hypertension and a high level of fats in the blood have risk factors. People with parents who had heart problems before age 55 and type 1 diabetes have risk factors that put them at greater risk. There are also risk factors that you get over your lifetime. These are caused by things that you do. These are things that can change through lifestyle changes and getting medical attention.

### Risk factors you get over time

Some risk factors are health conditions you get over time. People with hypertension and diabetes are at greater risk of cardiac problems. People who are smokers, very stressed, drink excessive amounts of alcohol have a significant chance of having a heart attack. Also, people who are sedentary and are extremely overweight, eat foods high in fat, and



# Search & Replace

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## ABOUT MYOCARDIAL INFARCTION

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**Health Literacy Advisor™ Control Center**

**Improve Health Literacy**

Scan and Highlight Remove All Highlights

☒ Difficult to understand terms  
☐ health ☐ non-health ☒ all

☒ Other words with  or more syllables

To set the highlight colors, use the Settings button below

**Search and Replace** Find difficult terms and replace with easy to understand terms

**Calculate Readability Scores**

Calculate Readability using all paragraphs of 25 or more words

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### Health Literacy Advisor™ Search and Replace

Is this health literate?

These are things that can change through lifestyle changes and getting medical attention.

Ignore Once

Ignore All

Consider using:

changes to improve your health

Change

Lifestyle changes

Letting go of old habits and starting and keeping new habits that are better for your health. Such as giving up smoking or getting more exercise.

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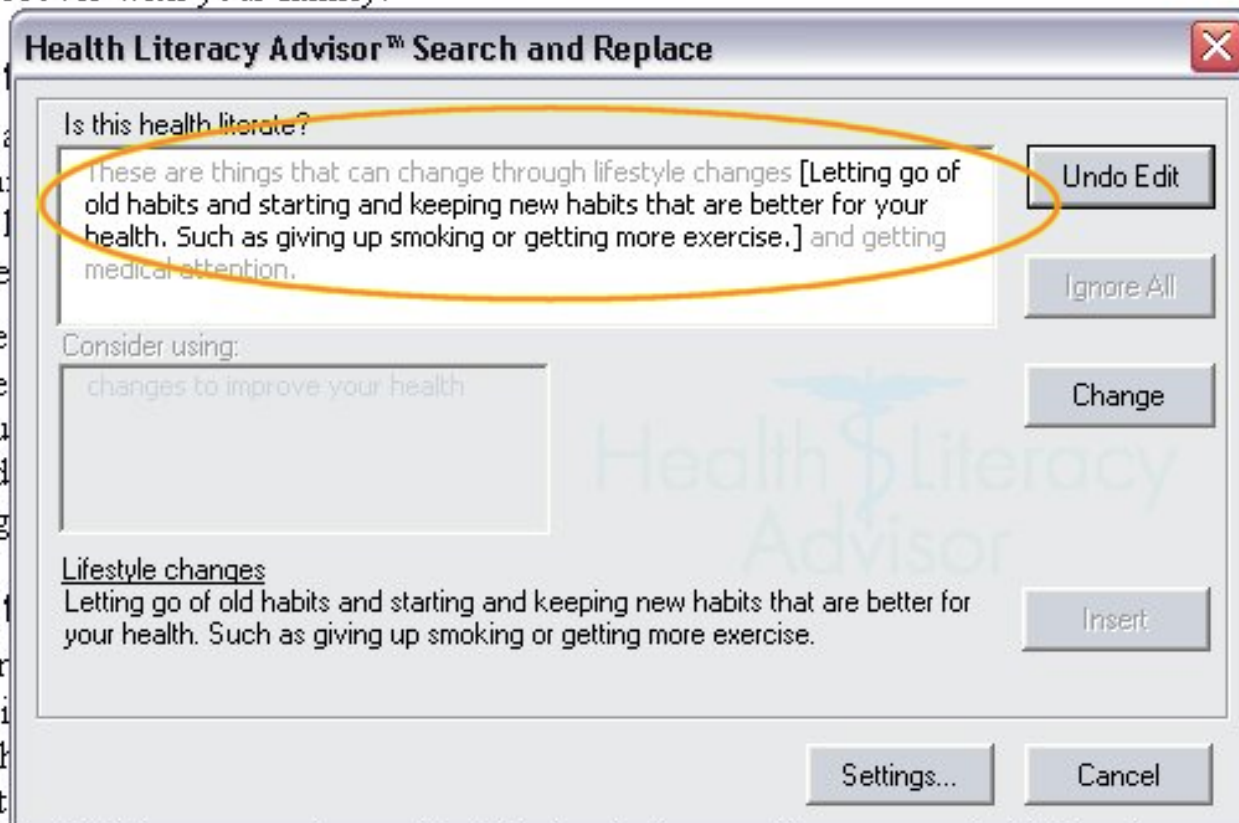
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ou can reduce your chance of getting a heart attack. Read this page to learn how. Share what you discover with your family.

**Health Literacy Advisor™ Search and Replace**

Is this health literate?

These are things that can change through letting go of old habits and starting and keeping new habits that are better for your health, such as giving up smoking, getting more exercise, and getting medical attention.

**We edited our text here and will now click Change to insert this changed text into our document**

Lifestyle changes  
Letting go of old habits and starting and keeping new habits that are better for your health. Such as giving up smoking or getting more exercise.

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### **Risk factors you are born with**

There are genetic factors that raise the possibility of having cardiac problems. These are factors that cannot be changed. But, you can lower your chance of myocardial infarction by going to your physician for physical examinations, getting needed laboratory tests, and making small changes in your life.

### **The changes in our document**

People with parents who have heart disease have genetic factors. People with parents who had heart problems before age 55 and type 1 diabetes can have factors that put them at greater risk. There are also risk factors that you get over your lifetime. These are caused by things that you do. These are things that can change through letting go of old habits and starting and keeping new habits that are better for your health, such as giving up smoking, getting more exercise, and getting medical attention.

### **Risk factors you get over time**

Acquired risk factors are health conditions you get over time. People with hypertension and hyperlipidemia are at greater risk of cardiac problems. People who are smokers, very stressed, and who drink excessive amounts of alcohol have a significant chance of having a heart attack. Also, those people who are sedentary and are extremely overweight, eat foods high in fat, and have type 2 diabetes are also at risk. Having had an earlier myocardial infarction can raise





## Reducing your chance of getting a heart attack

You can lower your chance of getting a heart attack. Read this page to learn how. Share what you find with your family.

### Risk factors you are born with

## The End Result

There are factors you are born with that raise the chance of having heart problems. These are factors that cannot be changed. But, you can lower your chance of heart attack by going to your doctor for exams, getting needed lab tests, and by making small changes in your life.

People with parents who have or had high blood pressure and high blood cholesterol have inborn factors. People with parents who had heart problems before age 55 and type 1 diabetes can have factors that put them at greater risk. There are also risk factors that you get over your lifetime. These are caused by things that you do. These are things that can change through lifestyle changes and getting health care.

### Risk factors you get over time

Acquired risk factors are health problems you get over time. People with high blood pressure and high blood cholesterol are at a greater chance of getting heart problems. People who are smokers, very stressed, and who drink too much alcohol have a big chance of having a heart attack. Also those people who are not active, are very overweight, eat foods high in fat, and have type 2 diabetes are at risk. Having had an

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**Our old scores:**

Fry-based Grade Level: 10  
Gunning-Fog Index: 10.6  
Precise SMOG Index: 10.7  
Flesch-Kincaid Grade: 8.5

**Our new readability scores:**

To create health literate documents aim for GRADE 6 OR LOWER

Fry-based Grade Level: 6  
Gunning-Fog Index: 7.0  
Precise SMOG Index: 7.0  
Flesch-Kincaid Grade: 5.8

This analysis used 5 paragraphs of 25 words or more,  
26 sentences, 368 words, 496 syllables, 1657 non-space characters,  
1.3 syllables per word, 14.2 words per sentence, 5.2 sentences per paragraph,  
134.8 syllables per 100 words, 7.1 sentences per 100 words

Copy Results Settings... Help Close

**Know the signs of heart attack**

# New Features

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- ❑ Rewards users for achieving the industry gold standard for health literacy – a 6th grade reading level – with a Reads Easy Stamp.



- ❑ Scans text in boxes- forms and surveys
- ❑ Highlight long sentences

# The Benefits of Using The Health Literacy Advisor

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- It saves time calculating the reading level of documents
- Stamps documents with scores, date, time, and name of readability indices used
- Standardizes organizations' plain language health lexicons.
- Eliminates the need for Internet searches to find plain language alternatives.

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Other words with  or more syllables [button below](#)

Find difficult terms and replace with easy to understand terms

**Calculate Readability Scores**

using all paragraphs of 25 or more words

To create health literate documents aim for **GRADE 6 OR LOWER**

Fry-based Grade Level: 10  
Gunning-Fog Index: 10.6  
Precise SMOG Index: 10.7  
Flesch-Kincaid Grade: 8.5

This analysis used 5 paragraphs of 25 words or more, 26 sentences, 353 words, 562 syllables, 1738 non-space characters, 1.6 syllables per word, 13.6 words per sentence, 5.2 sentences per paragraph, 159.2 syllables per 100 words, 7.4 sentences per 100 words

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# The Benefits of Using The Health Literacy Advisor

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## Insures Accurate Readability Scores

- Ignores:
  - ▣ phone numbers
  - ▣ URLs
  - ▣ Headings
  - ▣ Bullets
- Assesses the entire document - long and short
- Taps into a database of more than 118,000 words already divided by syllables

# Conclusion

66

## Summary

- Low health literacy (LHL) is prevalent
- LHL leads to:
  - Lower health knowledge and less healthy behaviors
  - Greater health costs
  - Poorer health outcomes
- Health literacy can predict health status
- Strategies may be used to address LHL

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