Health departments, hospitals and clinics, schools, libraries, social services agencies, faith-based organizations, businesses, non-profit, voluntary, and other organizations all shape the health of our communities. The Horowitz Center asked respondents several questions to identify what needs to happen to improve health literacy in their communities and the state. The four themes listed below emerged most frequently in responses. We also list other suggestions that did not fit a theme.

**CREATE AND DISTRIBUTE HEALTH INFORMATION THAT MEETS EACH PERSON’S LITERACY, LANGUAGE, AND CULTURAL PREFERENCES**

Example actions: Provide interpreter services and translated materials; use evidence-based tools to create easy-to-understand materials

**INCREASE ACCESSIBILITY OF HEALTH SERVICES**

Example actions: Make sure facilities' signs are visible and easy-to-understand; use navigators and community health workers to help residents get appropriate services

**OFFER PROFESSIONAL DEVELOPMENT**

Example action: Require clear communication training

**SUPPORT STATEWIDE ACTIVITIES**

Example actions: Launch a health literacy campaign; provide guidelines on health literacy techniques and best practices; increase resources for health literacy work

**OTHER**

Example actions: Include health literacy in other topics, such as health equity; involve community members; support health literacy in schools; help community members build their self-efficacy and feel empowered about their health

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**Question:** Using a scale from 1-5 with 1 being very inadequate and 5 being highly adequate, how would you rate your organization’s use of health literacy techniques and best practices?