

Health Literate Care Model

A Universal Precautions Approach

Community Partners
Resources and Policies



Health Literate Systems

Organization of Health Care

Delivery System
Design

Health
Information
Systems

Self-Management
Support

Shared
Decision-making

Apply
Improvement methods

Improve verbal
interaction

Improve written
communication

Link to
supportive systems

Engage patients as
partners in care and
improvement efforts

**Strategies for
Health Literate Organizations**

Informed,
Health
Literate,
Activated
Patient and
Family

**Productive
Interactions**

Prepared,
Proactive,
Health
Literate
Health Care
Team

Improved Outcomes