Health Literate Care Model
A Universal Precautions Approach

To learn more about the Health Literate Care Model — including tips and tools that will help you implement it— visit health.gov.

Community Partners
Resources and Policies

Health Literate Systems
Organization of Health Care
- Delivery system design
- Health information systems
- Self-management support
- Shared decision making

Strategies for Health Literate Organizations
- Apply improvement methods
- Improve verbal interaction
- Improve written communication
- Link to supportive systems
- Engage patients as partners in care and improvement efforts

Informed, Health Literate, Activated Patient and Family

Prepared, Proactive, Health Literate Health Care Team

Improved Outcomes