HHS Biennial Health Literacy Action Plan

Explanations and Examples of Information to Collect

1. List any opportunities for public input on health and/or safety information products.

NIH: National Cancer Institute (NCI)

- **NCI's Contact Center, the Cancer Information Service (CIS),** provides accurate, up-to-date, and reliable information on cancer and smoking cessation to cancer patients, friends and family, and the general public. CIS also serves as a valuable resource for doctors and other health care providers by supplementing information that patients receive. The CIS routinely receives and responds to questions about NCI and its programs and provides feedback to program areas and key stakeholders. Cancer information specialists can be reached via 1-800-4-CANCER (1-800-422-6237), a *LiveHelp* online chat service, or e-mail.
- **NCI Advisory Boards and Groups** include a range of stakeholders and members of the public such as the President's Cancer Panel which monitors the development and execution of the activities of the National Cancer Program and the NCI Council of Research Advocates which provides the NCI Director with informed, non-scientific perspectives relevant to promoting research outcomes that are in the best interest of cancer patients.
- **NCI's Office of Advocacy Relations (OAR)** engages cancer research advocates and serves as a link for advocate stakeholders to collaborate with NCI. OAR works with individual research advocates, local and national advocacy groups, and professional societies to ensure the collective patient perspective is included in NCI efforts to advance cancer research and improve patient outcomes.
- **NCI's Social Media Team** maintains posts on venues and platforms that provide opportunities for input from the public and healthcare providers on these platforms and venues: YouTube, Facebook, Twitter, Instagram, Google+, and LinkedIn. Input received via these social media channels is shared with cancer content and development teams.
- **NCI Analytics Reports**: NCI receives public feedback on www.cancer.gov through the American Customer Satisfaction Index (ACSI) survey. The ACSI methodology provides continuous online feedback and is a uniform, national, cross-industry measure of customer satisfaction. A core set of ACSI questions measures overall satisfaction, and custom questions are added regarding topics of special interest to NCI. Data from the survey helps us learn who uses the site and what their information needs are. Both desktop and mobile devices are surveyed. NCI also gets insight about issues with the site's organization, readability and level of detail, and strengths and weaknesses in content. Input from the survey helps us make progressive improvements to NCI's website, particularly sections of the site for the public including: Patient Education Publications, PDQ® Cancer Information Summaries , NCI Fact Sheets, and NCI Blogs and Newsletters.

NIH: National Eye Institute (NEI)

- Feedback on the website and ratings on the helpfulness of individual answers was garnered from visitors to the NEI Knowledgebase.

NIH: National Institute on Aging (NIA)

- "Contact Us" for public inquiries on NIA website (responses refer to NIA information and resources)

- Alzheimer's Disease Education and Referral twitter comments

- *Go4Life*® exercise and physical activity campaign twitter comments

- Baltimore Longitudinal Study of Aging Advisory Committee (comprised of BLSA participants and BLSA research leadership who meet regularly to discuss ways to improve participant experience)

NIH: National Institute of Arthritis and Musculoskeletal and Skin Diseases (NIAMS)

- Visitors to the NIAMS website occasionally receive an opportunity to provide feedback on their website experience through a customer satisfaction survey. These surveys, powered by Foresee, are offered randomly to website visitors.

- The NIAMS Information Clearinghouse provides free health information in bulk quantities for organizations to distribute at health events, medical offices, places of worship, etc. Organizations that request bulk copies of publications must provide information about how they will use the materials, their target audience(s), etc. Many requestors, especially repeat customers, use this opportunity to provide their input and feedback about the publications by phone or email. An example of a NIAMS publication that has received numerous comments is *A Year of Health* planners, a set of health planners tailored for four different racial and ethnic minority audiences.

- The *Honoring Health: Resources for American Indians and Alaska Natives* electronic newsletter offers a link for subscribers to ask questions and provide feedback about the newsletter content and format. This resource is provided by the NIAMS, in partnership with the Trans-NIH American Indian/Alaska Native Health Communications and Information Work Group, the Indian Health Service, and the Administration for Community Living's Administration on Aging.

- The NIH Action Plan for Lupus Research, led by NIAMS on behalf of the NIH, represents a synthesis of internal and external input on promising future research directions to improve

the lives of people with lupus. The plan was developed collaboratively among the NIH Institutes and Centers with an interest and investment in lupus research, with extensive input from the broader community of researchers, health care providers, patients, and the Lupus Federal Working Group.

NIH: National Institute of Biomedical Imaging and Bioengineering (NIBIB)

- NIBIB has received informal feedback on health topic fact sheets and content on its website through participation in the National Science Teachers Association annual STEM forum, the Biomedical Engineering Society conference, and similar events.

NIH: *Eunice Kennedy Shriver* National Institute of Child Health and Human Development (NICHD)

- The NICHD offers a constant mechanism for receiving public input through its Information Resource Center (IRC). The IRC fields hundreds of inquiries from the public every month on issues ranging from specific diseases or conditions to availability of materials and information. The IRC responds to inquiries received by mail, phone, fax, and email in English, Spanish, and other languages. The IRC contact information is available on both the main NICHD website and on the NICHD Spanish website and on all of the Institute's outreach materials.
- The NICHD public website (http://www.nichd.nih.gov) employs the FORESEE survey to allow users to provide both general and specific feedback about the website. Specific responses are reviewed monthly to guide decision-making and revisions.
- The NICHD issued 6 Requests for Information (RFIs) to solicit feedback and comments from researchers and the public on topics ranging from the trans-NIH research plan on rehabilitation to research on fertility status and overall health.
- Information related to safe infant sleep was revised using feedback from stakeholders.
- Federal Register notices were published requesting comments on 22 different projects and programs, including Media-Smart Youth and the NICHD Data and Specimen Hub (N-DASH).
- NICHD regularly posts short snippets of health information and links to more detailed information on its social media accounts, including Facebook and Twitter. We frequently receive feedback and inquiries from others on social media related to the items that we post.

NIH: National Institute on Drug Abuse (NIDA)

- Maintain call center for NIDA DrugPubs, which provides the public access to free consumer-friendly materials along with the opportunity to request information and resources from public information specialists. Often, educators and others who request NIDA information provide input on materials they request.

- Provide "contact us" feature on all NIDA websites including [Easy-to-Read website](#), which provides plain language information in English and Spanish on neuroscience, drug abuse prevention and treatment. The site is designed for adults with a low reading literacy level (eighth grade or below), and is also a resource for adult literacy educators. It has a simple design with a large default text size, motion graphic videos and other features, such as the ReadSpeaker text-to-speech tool, that make it easy to read and use.
- Offer "Comments" section on NIDA's ["Drugs & Health" Blog for Teens](#).
- Promote consumer products on NIDA social media channels including Facebook and Twitter, in which the public has a chance to comment.
- Maintain [LinkedIn group for educators](#), parents, organizations and other teen-influencers; this allows NIDA the chance to gauge the needs/interests of this audience.
- Maintain email inbox for [NIDA's Language Access Implementation Plan](#), which allows anyone to request information or assistance from NIDA in any language.

NIH: National Institute of Dental and Craniofacial Research (NIDCR)

- Web-based questionnaires in English and Spanish (American Customer Satisfaction Index surveys) allow NIDCR to measure customer satisfaction and obtain audience feedback, e.g., by asking people if the material is easy to understand. Questionnaires appear on NIDCR's English- and Spanish-language web sites; ongoing activity.

NIH: National Institute of Mental Health (NIMH)

- A survey on the NIMH website was published requesting comments on available information, findability of topics, and whether or not users found the information helpful.
- The NIMH Outreach Partnership Program sends its annual survey to its partners, which includes 55 Outreach Partner organizations representing all states, the District of Columbia, and Puerto Rico. These partners disseminate NIMH research findings and educational materials to the public throughout their states and local communities. A key survey objective was to gather information about NIMH's health information products.
- NIMH conducts an annual customer satisfaction survey through its Information Resource Center, which shares NIMH materials and resources at relevant conferences, meetings, and events through our Exhibits Program.

NIH: National Institute on Minority Health and Health Disparities (NIMHD)
- NIMHD is undergoing a science visioning process that includes public input through a **Request for Information** to guide the direction of the Institute's future minority health and health disparities research. This effort will build upon current research and establish new opportunities to advance the field of health disparities research.

- From April 17- July 31, 2015, NIMHD posted the Request for Information Soliciting Input into NIH Science Vision to Advance Health Disparities Research. NIMHD received approximately 92 submissions representing more than 400 individuals, professional organizations, and research networks and over 1,000 ideas submitted. A summary of responses will soon be available at http://www.nimhd.nih.gov/about/sciVision.html

- In 2015, NIMHD held several workshops that provided opportunity for input from the research community. These are listed below:

  - Symposium on Disparities in Surgical Care and Outcomes, produced as a collaborative effort between NIMHD and the American College of Surgeons, May 7-8, 2015. See http://www.nimhd.nih.gov/news/featureArticles/07-01-15_Article.html
  - Preventing Disparities in Chronic Diseases: Community-based Multilevel Interventions, March 30-31, 2015. See http://www.nimhd.nih.gov/news/featureArticles/07-29-15_Article.html
  - Planning Workshop on Behavioral Interventions to Prevent HIV Among Diverse Young MSM, February 13, 2015. See http://www.nimhd.nih.gov/news/featureArticles/07-22-15_Article.html
  - Consensus Summit on Building Diversity in Medicine and Research, produced as a collaborative effort between NIMHD and the National Hispanic Medical Association, January 20, 2015. See http://www.nimhd.nih.gov/news/nhmaSummit.html

NIH: National Institute of Nursing Research (NINR)

- NINR designated a specific email address and inbox for its Palliative Care: Conversations Matter® Campaign so the public could provide feedback and comments about the campaign materials. The email address was listed on various campaign web pages on NINR's website.
- NINR also provided the option for the public to give feedback on the new Director's Message on NINR's website by emailing NINR's infoline.

NIH: Office of the Director, Office of Communication and Public Liaison, Office of the Director (OCPL)

- The NIH's Spanish Information Portal features a monthly blog, ("Pregunta Carla") to assist in navigating health information provided by the NIH. "Ask Carla" is designed to help people become familiar with how to find and evaluate NIH health information. Individuals can suggest topics or needs and Spanish-speaking members of NIH communications offices respond to questions, but do not offer personal health advice. The site is completely in Spanish and only cites information in Spanish.
- In September 2015, NIH Director Francis S. Collins, M.D., Ph.D., accepted a detailed design framework for building a national research participant group, called a cohort, of 1 million or more Americans to expand our knowledge and practice of precision medicine. (Link to the

full report: http://www.nih.gov/precisionmedicine/09172015-pmi-working-group-report.pdf)
The effort to build the framework was informed by obtaining input from a number of public meetings and two Requests for Information (RFIs). In September 2015, the NIH sponsored a Twitter chat to discuss the effort.

- OCPL recently spearheaded an effort to develop a number of resources and tools focused on the topic of how to improve the quality and usefulness of information for the public about science and health. Another goal is to expand public understanding of the nature of biomedical research and its role in health. Two websites are of note: the Science, Health and Public Trust site and Scientists and Journalists: Bridging the Gap." There is also a checklist devoted to Communicating Science and Health Research to the Public and an email address (sciencehealthandpublictrust@mail.nih.gov) designed to engage key audiences, including the media. OCPL distributed news of the launch to several hundred representatives of academic teaching hospitals and research institutions comprising a network of Public Information Officers (PIOs) to obtain input and feedback in an effort to inform ongoing discussions and programs.

2. List any health and/or safety information products that your office used health literacy or plain language tools to create or revise.

NIH: National Cancer Institute (NCI)

NCI used health literacy/plain language principles to develop and revise: Patient Education Publications, PDQ® Cancer Information Summaries (Patient Versions), NCI Fact Sheets, NCI Blogs and Newsletters, and a range of other web sources/products. NCI does not direct staff to use specific tools, although readability assessment tools such as those outlined by the NIH/National Library of Medicine are used:

- **Readability-Score.com:** An online tool from the open source Text Statistics project. Tests for 5 different reading assessment formulas.
- **Fry Readability Graph**: A commonly used readability assessment tool. See the Iowa Department of Public Health's Fry Readability Graph page (PDF).
- **SMOG:** Less frequently used than the Fry Graph, but still widely used. An online testing tool is available at the Readability-Score.com site.
- **Flesch-Kincaid Grade Level:** Used in the Microsoft Word grammar checker. An online testing tool is available at the Readability-Score.com site.

NIH: National Eye Institute (NEI)

- *Wear Sunglasses* Healthy Vision Tip poster (Spanish), drafted using Federal Plain Language Guidelines

- *Know Your Family History* Healthy Vision Tip poster (Spanish), drafted using Federal Plain Language Guidelines
- *Use Protective Eyewear* Healthy Vision Tip poster (Spanish), drafted using Federal Plain Language Guidelines
- *Get a Dilated Eye Exam* Healthy Vision Tip poster (Spanish), drafted using Federal Plain Language Guidelines
- *Live a Healthy Lifestyle* Healthy Vision Tip poster (Spanish), drafted using Federal Plain Language Guidelines
- *5 Tips for Healthy Eyes* Healthy Vision Tip poster (Spanish), drafted using Federal Plain Language Guidelines
- *Eye Care As You Age* Family Features article, drafted using Federal Plain Language Guidelines
- *May is Healthy Vision Month* fact sheet, drafted using Federal Plain Language Guidelines
- Suite of 5 Healthy Vision Tips infocards (Spanish), drafted using Federal Plain Language Guidelines
- Healthy Vision Month Social Media Toolkit, drafted using Federal Plain Language Guidelines
- Dry Eye infographic and two dry eye infocards, drafted using Federal Plain Language Guidelines
- New series of five diabetic eye disease infocards, drafted using Federal Plain Language Guidelines
- *Educating African Americans about Diabetic Eye Disease* tip sheet, drafted using Federal Plain Language Guidelines
- *Educating Hispanics/Latinos about Diabetic Eye Disease* tip sheet drafted using Federal Plain Language Guidelines
- *Educating Older Adults about Diabetic Eye Disease* tip sheet, drafted using Federal Plain Language Guidelines
- *Educating American Indians/Alaska Natives about Diabetic Eye Disease* tip sheet, drafted using Federal Plain Language Guidelines
- New series of four *Stay on TRACK to Prevent Blindness from Diabetes* drop-in articles tailored to target audiences, drafted using Federal Plain Language Guidelines
- Two TRACK infocards and one complementary animation, drafted using Federal Plain Language Guidelines
- *Five Things You Should Know about Diabetic Eye Disease* article, drafted using Federal Plain Language Guidelines
- *Prevent Vision Loss from Diabetes* article, drafted using Federal Plain Language Guidelines
- *How Much Do You Know about Diabetic Eye Disease* article, drafted using Federal Plain Language Guidelines
- Revised National Diabetes Month web page www.nei.nih.gov/NEHEP/NDM, drafted using Federal Plain Language Guidelines
- Revised social media toolkit for National Diabetes Month, drafted using Federal Plain Language Guidelines

- New Diabetic Eye Disease Social Media Toolkit, drafted using Federal Plain Language Guidelines
- *You Could Have Glaucoma and Not Know It: Make a New Year's Resolution to Find Out* general audience article, drafted using Federal Plain Language Guidelines
- *Could You Have Glaucoma and Not Know It? (Usted podría tener glaucoma y no saberlo*, Hispanic/Latino article, drafted using Federal Plain Language Guidelines
- *Three Reasons to Talk about Glaucoma* African American article, drafted using Federal Plain Language Guidelines
- Two infocards for Glaucoma Awareness Month, drafted using Federal Plain Language Guidelines
- Revised Glaucoma Awareness Month Social Media Toolkit, drafted using Federal Plain Language Guidelines
- Revised Glaucoma Awareness Month web page www.nei.nih.gov/NEHEP/GAM, drafted using Federal Plain Language Guidelines
- New series of four infocards and one social media animation for the Spanish Glaucoma Toolkit, drafted using Federal Plain Language Guidelines
- New Valentine's Day low vision infographic, drafted using Federal Plain Language Guidelines
- New series of two Living With Low Vision infocards, drafted using Federal Plain Language Guidelines
- New *What Hispanics/Latinos Need to Know About Low Vision* infographic, drafted using Federal Plain Language Guidelines
- New series of five Spanish diabetic eye disease infocards, drafted using Federal Plain Language Guidelines
- New Spanish *What Hispanics/Latinos Need to Know About Diabetic Retinopathy* infographic, drafted using Federal Plain Language Guidelines
- New *Kit Cuidemos nuestros ojos del glaucoma* (Spanish Glaucoma Toolkit), including PowerPoint slides, presenter's guide, and four handouts, all drafted using Federal Plain Language Guidelines
- New series of four Spanish infocards promoting the Spanish Glaucoma Toolkit, drafted using Federal Plain Language Guidelines
- New series of *Spanish Living With Low Vision: What You Should Know* booklet, consumer video, two infocards, two patient testimonial videos, and two patient testimonial infocards, all created using Federal Plain Language Guidelines
- New *Help for People with Low Vision* Spanish article, drafted using Federal Plain Language Guidelines
- New series of five Spanish and English Hispanic Heritage Month infocards, drafted using Federal Plain Language Guidelines
- New series of six vision and aging infocards, drafted using Federal Plain Language Guidelines
- *Tips for Keeping Your Eyes Healthy As You Age* article, drafted using Federal Plain Language Guidelines

- Glaucoma, AMD, Low Vision, and Diabetic Retinopathy fact sheets for African Americans, drafted using Federal Plain Language Guidelines
- *Write the Vision: Healthy Eyes Bulletin*, drafted using Federal Plain Language Guidelines
- Series of 10 African Americans and eye health community outreach postcards, drafted using Federal Plain Language Guidelines
- Revised African Americans and eye health poster. drafted using Federal Plain Language Guidelines
- New *National Eye Health Education Program Partnership Welcome Kit*, drafted using Federal Plain Language Guidelines
- drafted using Federal Plain Language Guidelines
- Series of 18 infocards in English and Spanish promoting eye health for holidays and observances, drafted using Federal Plain Language Guidelines

NIH: National Human Genome Research Institute (NHGRI)

- NHGRI published X and Y Chromosome infographics using plain language principles.
- In conjunction with our Language Access Plan, NHGRI has updated fact sheets using plain language principles and translated fact sheets and their accompanying graphics into Spanish.
- NHGRI publishes a monthly director's report called The Genomics Landscape that is written using plain language principles.
- The Genome Unlocking Life's Code website (www.unlockinglifescode.org) is continuously being updated using plain language principles.

NIH: National Institute on Aging (NIA)

- *AgePage* brochure series (updated older drivers, pain, shingles, HIV/AIDS, elder abuse, and skin topics) used NIH Plain Language tools
- Participating in Activities You Enjoy tip sheet revision used NIH Plain Language tools

NIH: National Institute of Arthritis and Musculoskeletal and Skin Diseases (NIAMS)

- The Surgeon General's Report on Bone Health and Osteoporosis was revised using Federal Plain Language Guidelines.
- The NIAMS Spanish-language website was revised to improve user access to NIAMS' Spanish-language health information and related federal resources, provide information on participating in clinical research studies, and developed in a responsive design that makes the site easier to read on mobile devices.

NIH: National Institute of Biomedical Imaging and Bioengineering (NIBIB)

NIBIB created several short videos as part of the 60 Seconds of Science series that explain medical imaging tests in plain language including:

- How Ultrasound Works
  https://www.youtube.com/watch?v=I1Bdp2tMFsY&list=PLYH1eUq1QYrqrvA6HRRgKHcPsoJoJA6Kj&index=3
- How Do X-rays Work?
  https://www.youtube.com/watch?v=hTz_rGP4v9Y&list=PLYH1eUq1QYrqrvA6HRRgKHcPsoJoJA6Kj&index=5
- What are Quantum Dots?
  https://www.youtube.com/watch?v=LlPDyl53rZA

NIH: *Eunice Kennedy Shriver* National Institute of Child Health and Human Development (NICHD)

- The A to Z Topics section of the NICHD public website includes information geared toward consumers and lay audiences, as well as more technical scientific information for researchers and health care providers. The Topics employ multiple plain language and usability best practices, including federal plain language guidelines and checklists provided by usability.gov. https://www.nichd.nih.gov/health/topics/Pages/index.aspx
- Created 12 new health-related infographics that incorporate federal plain language guidelines and other tenets of plain language communication as well as information design best practices. See https://www.nichd.nih.gov/news/resources/links/Pages/index.aspx#infographics for 2015 infographics.
- Created 27 NICHD web features that incorporate federal plain language guidelines and other tenets of plain language communication. See https://www.nichd.nih.gov/news/resources/spotlight/Pages/index.aspx for 2015 items.
- Published 80 news items, some including video clips, that describe health-related research findings. Releases use federal plain language guidelines, inverted pyramid, and other plain language recommendations. See https://www.nichd.nih.gov/news/releases/Pages/news.aspx for an interface that allows you to search for news items by year.
- Launched a Pinterest account for NICHD to share health information in a more visual format, which requires concise text and concepts to be successful.

NIH: National Institute on Drug Abuse (NIDA)

- In 2015, NIDA continued to produce consumer fact sheets and publications in English and Spanish using plain language principles. We carefully review each new resource with plain language principals in mind. We use Flesch-Kincaid to assess our plain language and to ensure our documents all stay within audience-appropriate reading levels.

- In 2015, we updated approximately 30 fact sheets in English and Spanish, 10 revised English booklets, and 5 revised Spanish booklets. We also continue to produce a blog for teens (2 times per week) and maintain our Easy-to-Read website (see #1 above).
- As part of NIDA's annual "National Drug and Alcohol Facts Week, NIDA offers a "Drug & Alcohol Facts Chat Day." In 2015, as in prior years, approximately 60 NIDA scientists and public affairs staff "chatted" with teens nationwide about drugs and addiction science using plain language (including limited word count).
- All of NIDA's consumer publications (i.e. for non-scientists) must follow the basic tenets of the NIH Clear Communications Initiative: clear, concise language; elimination of jargon; minimizing the use of highly technical terms and repetition; "chunking" of information; using active voice; and applying appropriate design elements to the finished product. In addition, they must fall within target reading levels measured with Flesch-Kincaid.
- In 2015 NIDA also produced "Plain Language Guidelines" for IC staff use—the Guidelines incorporate the NIH Clear Communications Initiative and also set forth goals for our IC (i.e. reading level goals for different target audiences).

NIH: National Institute of Dental and Craniofacial Research (NIDCR)

- "Oral Health and Aging: You Can Make a Difference!" a publication series designed to provide caregivers with the information they need to assist older adults with their oral hygiene; drafted using NIH Clear Communication resources. Final product will be available online and in print.

- "Finding Low-Cost Dental Care" and "Cómo encontrar cuidados dentales a bajo costo" (Spanish-language version of Finding Low-Cost Dental Care), available on NIDCR's web site and in print. Revised, ensuring adherence to plain language best practices; consulted resources on the NIH Clear Communication web page.

- NIH News in Health feature – "Keep Your Mouth Healthy: Oral Care for Older Adults," which provides a summary of oral health information for older adults; available online at the NIH NiH web site and in print. Revised and edited, ensuring adherence to plain language best practices; consulted resources on the NIH Clear Communication web page.

- NIH National Institute on Aging/NIHSeniorHealth module on dry mouth, an online resource for older adults that provides information on the causes, symptoms, and treatments of dry mouth. Revised, ensuring adherence to plain language best practices; consulted resources on the NIH Clear Communication web page.

- Responses to live questions about oral cancer from listeners of the Tom Joyner show (NIDCR's Dr. Tim Iafolla interview with Tom Joyner); drafted, ensuring adherence to plain language best practices; consulted resources on the NIH Clear Communication web page.

- "Oral Cancer: Causes, Symptoms, and the Oral Cancer Exam," a fact sheet that discusses oral cancer; available on NIDCR's web site as well as in print. Revised, ensuring adherence to plain language best practices; consulted resources on the NIH Clear Communication web page.

- "Oral Health, Cancer Care, and You," a publication series that discusses the importance of dental care before, during, and after cancer treatment; all materials are available online and patient information is also available in print. Revised, ensuring adherence to plain language best practices; consulted resources on the NIH Clear Communication web page.

- "A Healthy Mouth for Your Baby," three posters (English, Spanish, and AI/AN version) for parents of young children about the importance of taking care of baby teeth; new materials developed using NIH Clear Communication resources. The posters complement the easy-to-read "Healthy Mouth" booklets and videos; available online and in print.

NIH: National Institute of General Medical Sciences (NIGMS)

- Biomedical Beat blog about progress in scientific discovery – used Federal Plain Language Guidelines to write a series of posts that are understandable to a general public audience.
- Fact sheet on anesthesia – used Federal Plain Language Guidelines to update material so that it is understandable to a general public audience.

NIH: National Institute of Mental Health (NIMH)

- Anxiety Disorders Health Topics webpage, new version revised using Federal Plain Language Guidelines and the Flesch-Kincaid readability tool.
- Autism Spectrum Disorder, new brochure developed using Federal Plain Language Guidelines.
- Autism Spectrum Disorder, new version revised using Federal Plain Language Guidelines and the Flesch-Kincaid readability tool.
- Depression: What You Need to Know, new version revised using Federal Plain Language Guidelines and the Flesch-Kincaid readability tool.
- Eating Disorders Health Topics webpage, new version revised using Federal Plain Language Guidelines and the Flesch-Kincaid readability tool.
- Obsessive Compulsive Disorder Health Topics webpage, new version revised using Federal Plain Language Guidelines and the Flesch-Kincaid readability tool.
- PANDAS: Fact Sheet about Pediatric Autoimmune Neuropsychiatric Disorders Associated with Streptococcal Infections, revised using Federal Plan Language Guidelines.
- Schizophrenia, booklet revised using Federal Plain Language Guidelines.
- Schizophrenia, brochure revised using Federal Plain Language Guidelines.

NIH: National Institute on Minority Health and Health Disparities (NIMHD)

NIMHD has developed new information distributed primarily through our website to promote new outreach initiatives and articles on NIMHD research and activities. These include:

- *Brother, You're On My Mind: Changing the National Dialogue Regarding Mental Health Among African American Men* (BYOMM), a partnership with the Omega Psi-Phi Fraternity, Inc. to raise awareness about mental health challenges associated with stress and depression that affect African American men and their families. Current information includes two program factsheets, one highlighting the BYOMM partnership, the other a fast facts sheet on stress and depression. In early May, NIMHD will post a tool kits of downloadable documents that include factsheets on stress and depression tailored to young adults and older men, separately, a PowerPoint presentation for community education, and tools to produce community education events about the topic.
  http://www.nimhd.nih.gov/programs/collab/bYOMM.html
- *Fuel Up to Play 60 en Español* (FUTP60), a partnership with the GENYOUth Foundation to promote healthy eating and physical activity among Latino youth. Current information includes a program factsheet highlighting the partnership. NIMHD is working with GENYOUth to identify additional resources for the program.
  http://www.nimhd.nih.gov/programs/collab/fuelUP60.html
- During the reporting period, NIMHD has produce 11 stories highlighting research discoveries and activities such as workshops leading to new research program areas. These are located here: http://www.nimhd.nih.gov/news/features2015.html

NIH: National Institute of Nursing Research (NINR)

- NINR expanded its plain language efforts for the Palliative Care: Conversations Matter® Campaign by releasing new English and Spanish materials for patients and families, including a new brochure highlighting the benefits of palliative care, a resource on finding support, a series of family stories, and an at-a-glance fact sheet.
- NINR assesses many of its newly developed web and print materials using well-recognized tools for measuring plain language. For example, the reading level of the pediatric palliative care campaign materials was assessed using the Fry-based measure. Changes were made to bring down the Gunning-Fog and SMOG indices and reach a below-Grade 8 reading level.
- For print materials, NINR followed plain language principles in developing its "Notable Advances" publication, and updates to the Boot Camp, Graduate Partnerships Program, and Summer Genetics Institute flyers.

NIH: **Office of the Director, Office of Communication and Public Liaison, Office of the Director (OCPL)**

- NIH's Spanish Health Information Portal has a monthly blog, titled "Pregunta Carla," which is crafted monthly using Federal Plain Language Guidelines. NIH News in Health newsletters utilizes the Clear Communication Index.
- Institutes and Centers and offices use guidance from the Clear Communication site and the training "Getting Started or Brushing Up" to improve their work.

3. List any health and/or safety information products that your office tested with the intended audience.

NIH: **National Cancer Institute (NCI)**

- NCI conducts usability testing of content on www.cancer.gov. Testing was conducted in 2015 to update and redesign our site. Examples of audience testing methods used include: (i) usability testing of a prototype and audience testing for Cancer.gov PDQ Navigation and (ii) usability testing and audience testing of a new Melanoma Recognition Tool, which is currently under development.

NIH: **National Eye Institute (NEI)**

- *Cómo vivir con Baja Visión: Lo que usted debe saber (Living with Low Vision: What you should know* Spanish booklet), revised with updated content and pilot tested with target audience.
- Kit *Cómo ver bien durante toda la vida (*See Well for a Lifetime), new Spanish toolkit was pilot tested with target audiences.
- *National Eye Health Education Program (NEHEP) Partnership Welcome Kit*, new document tested in draft form with NEHEP Partnership organizations.

NIH: **National Institute on Aging (NIA)**

- FORESEE on redesigned *Go4Life* website and mobile site
- Talking With Your Doctor Presentation Toolkit, new resource tested with focus group comprised of older adults

NIH: **National Institute of Arthritis and Musculoskeletal and Skin Diseases (NIAMS)**

- The NIAMS website is undergoing an extensive redesign that includes an integrated Content Management System. As part of the redesign process, the NIAMS used Foresee customer satisfaction responses and card-sorting activities among internal and external NIAMS stakeholders to identify content placement and to ensure easy accessibility and navigation.

NIH: *Eunice Kennedy Shriver* National Institute of Child Health and Human Development (NICHD)

- Tested messages and design for a series of English and Spanish materials (2 posters, 1 action plan, and 1 discussion sheet in each language) on depression and anxiety during and after pregnancy with women who had the conditions. See https://www.nichd.nih.gov/ncmhep/terms/ordermaterials/Pages/index.aspx for materials.
- Revised content and organization of the NICHD website homepage using guidance from responses submitted as part of the FORESEE survey. http://www.nichd.nih.gov
- Used OMB-approved evaluation surveys to determine the effectiveness and usefulness of a revised online continuing education (CE) activity for nurses on ways to reduce the risk of SIDS and other sleep-related causes of infant death.
- Used OMB-approved survey to quantify the effectiveness of train-the-trainer sessions for recipients of mini-grants ($\geq$\$1000) who conduct outreach on ways to reduce the risk of SIDS and other sleep-related causes of infant death in Alabama.

NIH: National Institute on Drug Abuse (NIDA)

- Our office has no resources for focus groups, foresee surveys, etc.
- We use Google Analytics to ensure our materials are being accessed (both our consumer materials on our main website and our Easy-to-Read website). We also monitor warehouse distribution numbers.
- Through our teen website contract, we talk informally a few times each year with educators and teens to get feedback on our teen and educator materials.

NIH: National Institute of Dental and Craniofacial Research (NIDCR)

- In preparation for testing the publication series "Oral Health and Aging: You Can Make a Difference!" NIDCR created screeners, interview guides, and recruitment emails. The "Oral Health and Aging" materials are designed to provide caregivers with the information they need to assist older adults with their oral hygiene. NIDCR will test the materials with family caregivers, direct-care providers, and program managers/administrators who manage programs for older adults.

NIH: National Institute of Mental Health (NIMH)

- **N/A:** In 2015, resources for materials testing were not available.

NIH: National Institute on Minority Health and Health Disparities (NIMHD)

- NIMHD has partnered with the Omega Psi Phi Fraternity, Inc. on an outreach program to raise awareness about mental health challenges associated with stress and depression that affect African American men and their families. The program is called *Brother, You're On My Mind: Changing the National Dialogue Regarding Mental Health Among African American Men* (BYOMM). Through BYOMM, NIMHD is providing lay-friendly information about the signs and symptoms of stress and depression and resources for more information and treatment options. These materials are web-based and shared among the Omega fraternity members. The materials have been initially reviewed by the partnership's planning team, which includes members of Omega. As the materials are distributed, chapter leaders will provide feedback on usability.
http://www.nimhd.nih.gov/programs/collab/bYOMM.html

NIH: National Institute of Nursing Research (NINR)

- NINR tested its Palliative Care: Conversations Matter® Campaign materials with members of the target audience in both English and Spanish language using online surveys, phone interviews, in-person individual interviews, and focus groups. Lessons learned from both methods inform plain language efforts throughout NINR.

NIH: Office of the Director, Office of Communication and Public Liaison, Office of the Director (OCPL)

- Science, Health and Public Trust is a trans-NIH initiative that seeks to improve the quality and usefulness of information for the public about science and health. The overall goal is to share strategies and best practices that might contribute to public understanding of the nature of biomedical research and its role in health. Public information officers, at many of our grantee institutions as well as at NIH are encouraged to contact the working group to share their experiences and future posts. PIOs were also engaged in creating and reviewing a checklist for scientists and journalists on things to consider when communicating about health and science
- NIH OD (Office of the Director) offers ongoing testing and feedback opportunities for the main NIH website

4. List the number of staff members in your office who have ever taken plain language training.

NIH: National Cancer Institute (NCI)

NCI staff has a wealth of expertise and training in plain language and health literacy. NCI does not collect information on specific numbers of staff who have ever taken plain language training or accessed the Plain Language: Getting Started or Brushing Up and the NIH online plain language course. Health educators, health advisors, technical information specialists, communication leads and others who write content for patients, develop visual information (such as videos and infographics), and assist staff across NCI's 34 Divisions, Offices and Centers with plain language communication needs – have extensive educational training and professional experience in this area.

Expertise in health literacy/plain language is recognized in the awards received, including these examples:
* ClearMark Award, Finalist
* National Health Information Award, Gold/Silver
* National Mature Media Award, Gold/Silver
* NIH Plain Language Award, Gold/Silver/Outstanding
* National Mature Media Award, Gold/Silver
* NIH Plain Language/Clear Communication Award, Gold
* Association of Business Communicators/Gold Quill Awards

NCI also recently won Honorable Mention in Adobe's Creativity in the Public Sector Showcase (2015) for *Most Engaging Citizen-Facing Campaign*: National Cancer Institute's Cancer.gov.

NIH: National Eye Institute (NEI)
* 44 staff members took online training using the Plain Language Training at NEI module.

NIH: National Human Genome Research Institute (NHGRI)

* We offered plain language training in 2011, which all members of the Division of Policy, Communications, and Education were required to attend. Approximately 80% of employees completed the training. Since then, additional training has been encouraged for staff writing material for public consumption but not required.

NIH: National Institute on Aging (NIA)

* 1 staff member received the Write it Easy to Read training
* 1 staff member attended all-day, in-person plain language training

NIH: National Institute of Arthritis and Musculoskeletal and Skin Diseases (NIAMS)

- Every year all NIAMS staff receive an annual email notification about plain language that offers access to the [NIH Plain Language Toolkit](#) and [training modules](#) to provide practice in improving plain writing skills.

NIH: National Institute of Biomedical Imaging and Bioengineering (NIBIB)

- Most staff completed plain language training prior to this reporting year.

NIH: *Eunice Kennedy Shriver* National Institute of Child Health and Human Development (NICHD)

- All members of the Office of Communications have taken plain language training.
- Although the NICHD does not require staff to take formal plain language training, the Institute encourages staff to take part in plain language training opportunities:
  - Staff involved with drafting, writing, designing, and clearing documents intended for public distribution are encouraged to take the NIH Plain Language online training, NIH Writing & Managing Executive Correspondence training, Web Manager University Plain Language training, etc.
  - All contractors that provide writing and editing support are required to take the NIH Plain Language online training before they begin working on NICHD projects.
  - Multiple other opportunities to improve communications skills, including: Basic Communications Webinar, High Impact Communications Workshop, Advanced Writing Workshop, Writing Effective Emails Webinar, Communications Skills for Technical Professionals Workshop, Writing Effective Self-Assessments, Writing Effective PMAPs, and others.

NIH: National Institute on Drug Abuse (NIDA)

- All members of NIDA's Office of Science Policy and Communications (OSPC) were asked to take the online NIH Plain Language Training in 2014.
- All OSPC staff are encouraged to take online training periodically. OSPC is the office involved with creating materials for the public.
- In 2013, OSPC staff participated in a half-day in-person training offered by plainlanguage.gov.
- NIDA tried several times to request a subsequent in-person training for 2015, however there were no trainers available.
- Our office does not have the budget for a private in-person course/trainer for all staff members.

NIH: National Institute of Dental and Craniofacial Research (NIDCR)

- Four NIDCR research trainees participated in a Three Minute Talk (TmT) competition. TmT aims to help early-career scientists communicate the substance of their research and its significance to improving human health in three minutes or less — and in such a way that can be understood by a broad scientific audience. Fellows and grad students from NIDCR and other NIH Institutes competed. As part of their preparation, trainees attended an improv workshop from the Alan Alda Center for Communicating Science at Stony Brook University.

- NIDCR Communications staff offered plain language and health literacy resources to NIDCR dental public health residents and intramural trainees.

NIH: National Institute of Mental Health (NIMH)

- 16 staff members attended on on-site training on writing compelling digital copy for the web. Plain language and clear communications was covered as part of this training.
- It is difficult to estimate the number of staff members across NIMH that have taken plain language training, but it is strongly encouraged for all staff members who write and edit.

NIH: National Institute on Minority Health and Health Disparities (NIMHD)

- All institute staff have been made aware of the Plain Writing Act of 2010 and training resources through NIH Clear Communications and LMS Plain Writing Training. Through reorganization of the OCPL, a staff person will be identified to lead efforts to promote plain writing training and resources on a regular basis. The institute is also establishing an intranet, which will provide a platform to showcase and house plain language resources. Additionally, NIMHD staff are encouraged to share resources to enhance workplace skills and productivity. As an example, staff within the Institute's policy office shared CDC's research resource for frequently used public health terms that have an alternate plain language term.
http://www.cdc.gov/other/pdf/everydaywordsforpublichealthcommunication_final_11-5-15.pdf.

NIH: National Institute of Nursing Research (NINR)

- All onboarding staff complete the NIH Plain Language training as part of NINR's New Employee Orientation. Approximately 82 staff members have completed the training.
- NINR's Office of Communication and Public Liaison staff have taken additional plain language training including attending The Health Literacy Institute and taking graduate-level courses on health literacy and plain language.

NIH: Office of the Director, Office of Communication and Public Liaison, Office of the Director (OCPL)

- Approximately five individuals working in the OCPL Public Information Office have taken NIH's plain language training

5. List and describe programs that empower people to be involved and active in their health.

NIH: National Cancer Institute (NCI)

NCI maintains a public contact center known as NCI's Cancer information Service (CIS) that engages and provides information on cancer this is easy to understand – for patients, family members, friends, the general public, and health care providers. NCI also has a smokefree.gov program that empowers people to be involved and active in their health, and to stop smoking.

In addition, NCI's Cancer Centers Program is one of the anchors of the nation's cancer research effort. This program benefits from NCI's development of comprehensive information for cancer patients and the public that, for example, empowers people to get screened for cancer, follow-up after an abnormal Pap/HPV test or mammogram, prevent or manage side effects during treatment for cancer, and cope emotionally during and after treatment.

NIH: National Eye Institute (NEI)

- The National Eye Health Education Program's Diabetic Eye Disease Education Program provides people with diabetes, health professionals, and community health workers with information, resources, teaching tools, self-guided modules, and other materials that encourage the prevention of vision loss and blindness from diabetes.
- The National Eye Health Education Program's Glaucoma Education Program provides people at higher risk for glaucoma, health professionals and community health workers with information, resources, teaching tools, and other materials to encourage the early detection and treatment of glaucoma.
- The National Eye Health Education Program's Low Vision Education Program provides people living with vision impairment, their families, and friends, as well as health and social service providers, with information, resources, teaching tools and other materials to encourage people to seek vision rehabilitation services.
- The National Eye Health Education Program's ¡Ojo con su visión! Program provides culturally and linguistically appropriate information, teaching tools, resources and more to Hispanics/Latinos and health and community professionals who serve them to encourage this population to protect their vision by learning about the eye diseases and conditions they are at highest risk for and seeking regular eye care.

- The National Eye Health Education Program's Vision and Aging Program provides information, teaching tools and other educational resources for older adults and health and social service providers who serve older populations to learn about eye health and age-related eye diseases and conditions, and to have comprehensive dilated eye examinations to prevent vision loss and blindness.

NIH: National Human Genome Research Institute (NHGRI)

- Family Health History Day is a national health campaign urging individuals to learn about their family's health history and share it with their healthcare providers as a means to prevent illness and disease from one generation to the next. NHGRI promotes the use of My Family Health Portrait as a means to do this. The Communications and Public Liaison Branch promoted this effort via social media, a PSA video with NHGRI director, Dr. Eric Green, and by spreading the word to various media contacts.
- National DNA Day commemorates the successful completion of the Human Genome Project in 2003 and the discovery of DNA's double helix in 1953. The goal is to offer students, teachers and the public an opportunity to learn about and celebrate the latest advances in genomic research and explore how those advances might impact their lives.
- Genome Unlocking Life's Code is a collaboration between NHGRI and the Smithsonian museum. The traveling exhibit immerses visitors in a high-tech environment that captures the revolutionary nature of genomic science. It recognizes the accomplishments of the past, showcases the futures, and highlights the increasing relevance of genomics in people's lives.

NIH: National Institute on Aging (NIA)

- *Go4Life* exercise and physical activity campaign helps empower older adults to be more active and adopt a regular exercise routine
- Taking With Your Doctor Presentation Toolkit provides older adults and caregivers with the skills to take an active role in their healthcare
- Recruiting Older Adults into Research (ROAR) project encourages older adults and their family caregivers, including underrepresented populations, to consider participating in research (with CDC and ACL)
- The Brain Health Resource is a presentation toolkit offering current, evidence-based information and resources to facilitate conversations with older people about brain health as we age (with CDC, ACL and NIH ICs NIAAA, NHLBI, NIMH, NIDDK, NINDS).
- NIHSeniorHealth.gov is a health and wellness site developed specifically for older adults by NIA and NLM with information, videos, quizzes and a training toolkit; 6 NIHSeniorHealth topics were developed in 2015 (psoriasis, dry eye, skin care, bladder health, urinary incontinence, urinary tract infections) and 7 new videos
- Healthy Aging Tips blog site (WordPress) – featuring tips arrayed in a senior-friendly template, using plain language features
- Brain Awareness Week 2016, post docs in NIA's Laboratory of Neuroscience presented to middle school students, "The Mysteries of the Brain" explaining how the brain communicates and benefits from healthy diets, exercise and mental stimulation

- USA Science and Engineering Festival Exhibit 2016, "Healthy Aging: You Can Make a Difference!" Visitors tried tests like those given to participants in the Baltimore Longitudinal Study of Aging and learned from scientists how NIA studies changes that occur with age.

NIH: National Institute of Arthritis and Musculoskeletal and Skin Diseases (NIAMS)

- NIAMS launched the National Multicultural Outreach Initiative to address the lack of access to health information about diseases and conditions of the bones, joints, muscles, and skin among people in certain racial or cultural groups. Lack of access to reliable health information can make it difficult for people to manage their conditions. The flagship product for this program is a set of A Year of Health planners tailored for four different minority populations. The health planners empower people to be actively involved in managing their health. They offer twelve months of health tips and resources, large spaces to take notes, and reminder stickers for self-care activities such as medical appointments, lab tests, taking medicines, etc.

NIH: *Eunice Kennedy Shriver* National Institute of Child Health and Human Development (NICHD)

- The *Media-Smart Youth: Eat, Think, and Be Active* program is an interactive after-school education program for young people ages 11 to 13 that teaches them to analyze, evaluate, and create media messages-skills that can help them make smart, positive choices about nutrition and physical activity every day.
    - In 2015, the program created an on-demand 1-hour webinar provides an overview of Media-Smart Youth for people interested in learning more about the program and potentially implementing it in their communities. Those who completed the webinar could earn Certified Health Education Specialist or Master Certified Health Education Specialist credit. Visit https://www.nichd.nih.gov/msy/materials/webinar/Pages/default.aspx for more information on the webinar.
    - Media-Smart Youth also launched a Teen Leaders effort to encourage youth to bring the program to their communities. Applications for the effort were received in 2014 and the program itself took place in 2015. Visit https://www.nichd.nih.gov/msy/teenleaders/Pages/default.aspx for more information.
- To help consumer audiences access information about NICHD science, we added the "NICHD in the News" webpage, which lists and links to articles about NICHD science on various media sites, such as HealthDay and the New York Times Health section.
- In 2015, the NICHD-led Safe to Sleep® campaign started a Fatherhood Initiative with Kappa Alpha Psi Fraternity, an international fraternity and service organization with more than 150,000 members worldwide, about safe infant sleep. Kappas and Safe to Sleep® outreach experts are conducting trainings at each of the 12 Kappa Province conferences to educate

members about how fathers, uncles, brothers, and other male family and community members can help reduce the risk of SIDS and other sleep-related causes of infant death. Visit https://www.nichd.nih.gov/news/resources/spotlight/Pages/090915-fathers-babies-safe.aspx for additional information.

NIH: National Institute on Drug Abuse (NIDA)

- NIDA's annual National Drug and Alcohol Facts Week encourages teens and teen-influences across the country to learn about drug facts, drug prevention and treatment. Event participants receive free copies of up-to-date consumer guides and other materials, such as "Marijuana: Facts for Teens," "Marijuana: Facts Parents Need to Know," "Drugs: Shatter the Myths" and "Family Checkup." Each year, NIDA also provides a new "National Drug & Alcohol IQ Challenge," which encourages people to test their knowledge about drug abuse and addiction through an interactive 12-question quiz.
- NIDA's "NIDAMED" outreach program for clinicians also provides materials such as a patient-physician conversation poster that encourage patients to talk honestly with their doctor about their drug use.

NIH: National Institute of Dental and Craniofacial Research (NIDCR)

- NIDCR responds to thousands of inquiries each year about dental, oral, and craniofacial health and disease. As part of its inquiry response program, the Institute provides easy-to-understand, actionable oral health information that reflects the most current science; people can use this information to make the best possible decisions about their oral health. Materials are available for English and Spanish speakers, those with limited literacy skills, and the American Indian/Alaska Native population; oral health topics include preventing tooth decay and gum disease, oral care for people with developmental disabilities, oral care for older adults, diabetes and oral health, early detection of oral cancer, TMJ disorders, Burning Mouth Syndrome, and dry mouth.

- The Institute also fields questions from consumers who need dental care but cannot afford it. NIDCR provides materials (in English and Spanish) on finding low-cost dental care that can empower people to locate care that will help them prevent disease or find treatment.

- Healthfinder.gov web page titled "Oral Health for Older Adults: Quick Tips" provides older adults with accurate, up-to-date information as well as resources for finding health care services; such information can support people in making good decisions about their health.

NIH: National Institute of Mental Health (NIMH)

- The Recovery After an Initial Schizophrenia Episode (RAISE) program offers a number of tools to help people understand the condition, treatment options, and strategies for living with

psychosis. It also coordinated specialty care (CSC) program development materials to help states initiate or expand CSC services for youth and young adults with FEP. Visitors can find links to treatment guides, manuals, videos, educational handouts, worksheets and interactive planning tools.

- The NIMH Outreach Partnership Program is a nationwide initiative that works to increase the public's access to science-based mental health information through partnerships with national and state organizations. The Program encourages efforts to reach diverse racial and ethnic groups. The Program also strives to enhance opportunities for the public to benefit from participation in research. These partnerships provide NIMH with the opportunity to engage community organizations in dialogue to better understand the needs, questions, and concerns of those intended to benefit from the research the Institute supports.

- NIMH engages with stakeholders and responds to public inquiries through our Information Resource Center (IRC). IRC responds to all mental health-related questions, requests for copies of publications, and inquiries concerning NIMH research, policies, and priorities.

NIH: National Institute on Minority Health and Health Disparities (NIMHD)

As part of NIMHD's mission to translate and disseminate research information and to foster innovative collaborations and partnerships, the Institute launched two outreach programs in 2015. These include:

Brother, You're On My Mind: Changing the National Dialogue Regarding Mental Health Among African American Men (BYOMM), a partnership with the Omega Psi-Phi Fraternity, Inc. to raise awareness about mental health challenges associated with stress and depression that affect African American men and their families.
http://www.nimhd.nih.gov/programs/collab/bYOMM.html

Fuel Up to Play 60 en Español (FUTP60), a partnership with the GENYOUth Foundation to promote healthy eating and physical activity among Latino youth.
http://www.nimhd.nih.gov/programs/collab/fuelUP60.html

B FREE CEED is a product of the NYU Center for the Study of Asian American Health, funded by P60 MD000538 (Trinh-Shevrin, PI) to address public knowledge about Hepatitis B within the Asian American community in New York City.

Since the end of 2008, the B Free CEED Partnership has been working to create a campaign to encourage screening for hepatitis B among the Chinese and Korean communities at highest risk for infection. Informed by data collected over a period of two years from NYC Korean and Chinese residents, the campaign was developed with the award-winning NYC advertising agency, APartnership. The result is a multi-phase campaign to build awareness, decrease hepatitis B-related stigma, and to encourage the at-risk community to know their hepatitis B status by getting tested.

The campaign includes a 30-second public service announcement available in Chinese and Korean with English subtitles, as well as print ads available in Chinese, Korean, and English available. To view B FREE CEED's culturally-adapted materials, click here.

NIH: National Institute of Nursing Research (NINR)

- NINR developed the Palliative Care: Conversations Matter® campaign to increase awareness of and improve communications around pediatric palliative care. The campaign, which is housed on NINR's website, provides information and resources for pediatric patients, their families, and their health care providers. In 2015, NINR released new English and Spanish materials for patients and families, including a new brochure highlighting the benefits of palliative care, a resource on finding support, a series of family stories, and an at-a-glance fact sheet. These materials provide information about pediatric palliative care to patients and their families and empower them to make informed choices related to pediatric palliative care.

NIH: Office of the Director, Office of Communication and Public Liaison, Office of the Director (OCPL)

- NIH OD OCPL offers a variety of information products and materials, including NIH News in Health, that feature cutting-edge science-based news and information that empower people to be involved and active in their health. In 2015, topics addressed healthy eating, vaccinations, nutrition, health and positive emotions, HIV prevention, participating in clinical research, exercise, and hearing protection.

6. List research, implementation, and evaluation activities to improve health literacy

NIH: National Cancer Institute (NCI)

NCI partnered with 11 other NIH ICs to develop health literacy funding opportunity announcements (PAR-13-130/131/132: *Understanding and Promoting Health Literacy*). In 2015, 48 applications were submitted to NCI. Four grants that were active/funded in 2015 include:
- SIPsmartER Southwest Virginia: A systems-based approach to disseminate and implement an effective sugar-sweetened beverage reduction intervention (Zoellner, Jamie)
- Development of a Tobacco Health Literacy Instrument (Daley, Christine Makosky)
- Sexual Health Empowerment for Cervical Health Literacy and Cancer Prevention (Ramaswamy, Megha)
- Promoting Colorectal Cancer Screening in Rural Emergency Departments (Hatcher, Jennifer)

NCI Program Staff has written about and presented our health literacy research portfolio at conferences and also summarized the analysis in this OBSSR blog post: NCI's health literacy research portfolio: Where have we been and where would we like to go?

The Health Information National Trends Survey (HINTS) sponsored by the NCI, routinely collects nationally representative data about the American public's use of cancer-related information, including cancer information seeking behaviors and preferences across diverse SES and health literacy groups.   The survey instrument is publically accessible to researchers and communication practitioners.

NIH: National Institute on Aging (NIA)

- A Universal Medication Schedule to Promote Adherence to Complex Drug Regimens. Investigators will determine the effectiveness of various technologies to optimize use of a "universal medication schedule" for patients taking five or more prescription medications. R01 AG046352
- LITCOG II: Health Literacy and Cognitive Function Among Older Adults. Investigators are evaluating the association between literacy skills, cognitive function, and health outcomes over time among community-dwelling older adults. R01 AG30611
- Improving Advance Care Planning by Preparing Diverse Seniors for Decision Making. Researchers have developed a patient-centered web site, PREPARE, that teaches patients to communicate their wishes around complex medical decisions. In this study, PREPARE will be tested in an ethnically diverse population of older patients. R01 45043
- Health Literacy and Health Disparities Among the Elderly. This investigator is exploring the complex interactions between health literacy, cognition, and health outcomes, and analyzing the role that health literacy plays in influencing health disparities across racial, ethnic, and socio-economic groups. K01 034232
- National Health Literacy Mapping to Inform Healthcare Policy. Researchers will provide valid estimates of health literacy for every census block group in the United States and demonstrate the value of such a measure for informing research, policy, and practice. R01 AG 46267
- Improving Medication Management for the Elderly. Investigators are developing and field-testing a web-based service to assist family caregivers in managing and coordinating medications for older adults. R44 41540
- Limited English Proficiency and Health Care Among Older Immigrants. This study explores how social connectedness and neighborhood/community characteristics influence the link between low English proficiency and health/healthcare among older Korean immigrants. Findings will inform development of effective interventions to reduce language barriers in the health care setting. R01 047106
- Improving Surrogate/Clinician Communication. In this study, researchers will validate a new instrument to measure the quality of communication between surrogate decision makers and clinicians in the hospital setting and will examine relationships between this measure and decision quality, surrogate distress and patient outcomes. R01 044408
- Assessment of Health Literacy in the Healthy Aging in Neighborhoods of Diversity across the Life Span (HANDLS) study - Health literacy is assessed in HANDLS to investigate the influence of race, sex, age, income, education and reading level on health literacy. HANDLS

employs two measures, the Rapid Estimate of Adult Literacy in medicine (REALM) and the Test of Functional Health Literacy in Adults (TOFHLA). HANDLS also assesses the associations of health literacy with chronic medical conditions, multiple co-morbidities, cognition, and symptoms of depression and other psychological and behavioral factors. The study investigators uses the health literacy data to develop appropriate HANDLS research study materials as well as health education messages tailored to our study population (in Baltimore, MD), like its quarterly newsletter *Healthy Journey*. NIA Intramural study.

NIH: National Institute on Drug Abuse (NIDA)

- Our office does not have the resources for formal evaluation activities.
- See note about teen website in response #3 above.

NIH: National Institute of Mental Health (NIMH)

- While NIMH aims to provide information that is digestible for a variety of different audiences, NIMH primarily focuses on advancing the science, funding and supporting new discoveries, and providing information on the science to the public.
- To help address issues with health literacy, NIMH hosts live online chats via social media that cover a variety of mental health topics. An expert in scientific and mental health issues is available to answer basic questions from the general public.

NIH: National Institute on Minority Health and Health Disparities (NIMHD)

The *Collaborative Research Center for American Indian Health (CRCAIH)* (U54 MD008164) developed a toolkit that contains practical tools and guidance for starting a Tribal Institutional Review Board. It is intended to serve as a resource for American Indian Tribal nations or other Indigenous Nations developing Institutional Review Boards (IRBs) for the ethical review and monitoring of research on Tribal land. http://www.crcaih.org/assets/RKC/CRCAIH_Tribal_IRB_Toolkit.pdf

Since 2009, NIMHD has co-funded with the Agency for Healthcare Research and Quality (AHRQ) an annual meeting, the Health Literacy Annual Research conference, currently in its 9th year, to support and disseminate research on health literacy. In conjunction with this meeting oriented to eliminating health disparities, a number of tools and resources have been developed that can be found through the following URL: http://www.bumc.bu.edu/healthliteracyconference/. The project was leveraged to support a search for funding that led to the development of the Health Literacy Tool Shed: A database of health literacy measures: http://healthliteracy.bu.edu/ containing

measurement tools including reliability and validity psychometric data for use in health literacy evaluation research.

Funding from the NIMHD P60 Center of Excellence, the Center for Health and Risk in Minority Youth and Adults (CHARM; P60 MD006902) contributed to a collaboration, The Bigger Picture.org, between CHARM, YOUTH SPEAKS, and the University of California, San Francisco Center for Vulnerable Populations, to create a series of 21 Bigger Picture Campaign Videos. The Bigger Picture aims to inspire young people to join the conversation about Type 2 diabetes and work to change the systems that lead to its spread. The videos can be seen at: http://youthspeaks.org/thebiggerpicture/home/.

NIH: National Institute of Nursing Research (NINR)

- NINR evaluated the first phase of its Palliative Care: Conversations Matter® Campaign by surveying health care providers from the three pilot test sites. The evaluation was conducted online and by phone, and helped NINR learn more about what did and didn't work in implementing NINR's Palliative Care: Conversations Matter® campaign at the pilot test sites.

Information Received from NIH Offices in Excel Format

Take Steps

NIH: National Institute of Allergy and Infectious Diseases (NIAID)

- **Goal**
  - Improve the NIAID website for visitors including the general public and researchers
- **Objective**
  - Update the navigation and labels while formatting the NIAID website for responsive design
- **Strategy**
  - Post simple tree tests to evaluate how easy it is for people to find content on the NIAID website
- **Action Step**
  - Post one test for researchers looking for information about funding, career opportunities, and research policies, and one test for non-researchers visiting the NIAID website for other purposes
- **Performance Measure**
  - Incorporate tree test findings and conduct usability testing before posting the content live
- **Progress Report**
  - Use the Customer Feedback Insights tool to continually gather public response
- **Goal**
  - Use new/social media to share news about NIAID's research areas
- **Objective**
  - Reach audience members who receive the latest news through social media
- **Strategy**
  - Prepare social media posts including images, videos, and hashtags
- **Action Step**
  - Clear messages and post on NIAID social media
- **Performance Measure**
  - Track activity on the social media posts
- **Progress Report**
  - Consider implementing this strategy to highlight other NIAID research areas
- **Notes**

NIH: **National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK)**

- *Action Step*
  - **Create or revise existing materials, tools, and resources to demonstrate health literacy:**
    1. NIH plain language principles
    2. Suitability Assessment of Materials
    3. Federal Plain Language Guidelines
- *Performance Measure*
  - **Number of materials, tools, and resources that use health literacy principles:** 2 printed tip sheets; 1 printed brochure; 2 web pages
- *Progress Reports*
  - **Report materials, tools, and resources that use health literacy principles:** "**Know Your Blood Sugar Numbers: Use Them to Manage Your Diabetes**" Tip Sheet and website (http://www.niddk.nih.gov/health-information/health-topics/diabetes/blood-sugar-numbers/Pages/publicationdetail.aspx);

    "**How to Help a Loved One Cope with Diabetes**" Tip Sheet and website (http://www.niddk.nih.gov/health-information/health-communication-programs/ndep/espanol/informacion-salud/ayuda-querido-diabetes/Pages/publicationdetail.aspx);

    "**4 Steps to Manage Your Diabetes for Life**" brochure
- *Notes:* 4 Steps will be available in print format and webpage in 2016
- *Action Step*
  - **Create or revise existing materials, tools, and resources to demonstrate health literacy**: Federal Plain Language Guidelines
- *Performance Measure*
  - **Number of materials, tools, and resources that use health literacy principles: 6 articles; 1 video; 2 brochures; numerous pages on the NIDDK website**
- *Progress Reports*
  - **Report materials, tools, and resources that use health literacy principles:** **ARTICLES**: It's not too late; NIH MedlinePlus article based on NIDDK/NDEP's 4 Steps content; "Hispanics and Latinos and Diabetes"; "Ten Ways Hispanics and Latinos Can Prevent Type 2 Diabetes"; "Attention Men! Take Steps to Manage Your Diabetes for Life"; and "Tips for Older Adults with Diabetes"
    VIDEO: "The Lasting Impacts of Gestational Diabetes" (https://www.youtube.com/watch?v=BsvuY49A_c4 (adjust settings to see Spanish subtitles)
    BROCHURES: "Making Sense of CKD" printed brochure and "Healthy Eating and Physical Activity Across Your Lifespan-Tips for Adults" Spanish publication

(http://www.niddk.nih.gov/health-information/informacion-de-la-salud/control-de-peso/para-adultos/Pages/como-mejorar-su-salud-consejos-para-adultos.aspx)
WEBSITE: Informacion de la Salud en Espanol Spanish language portal
(http://www.niddk.nih.gov/spanish-search/results.aspx?k=)

- *Action Step*
  - o **Test information products and web sites with the intended audience:** Strategic consolidation of redundant health information topics. In 2013 the NIDDK Office of Communications and Public Liaison (OCPL) set a goal the to consolidate online information on similar health topics based on feedback received from the its online customer satisfaction survey, Usability Audit Reviews, and an internal landscape review, and the outcomes from an office-wide strategic planning effort. Consolidation efforts began in 2014 and are ongoing and occurred in 2015. Example: NIDDK has multiple content pages on some health topics. Users were reading different content based on search keywords used and were unclear how to navigate between the Alternate Versions options in the left rail navigation of some health topics pages; an example can be seen on the page about women's bladder control (i.e. Summary Version versus Detailed Version.") As a solution NIDDK is consolidating pages and combining the versions into a single health topic entry, an example being the revised health topic for IBS. Website links: http://www.niddk.nih.gov/health-information/health-topics/urologic-disease/urinary-incontinence-women/Pages/ez.aspx and http://www.niddk.nih.gov/health-information/health-topics/digestive-diseases/irritable-bowel-syndrome/Pages/overview.aspx
- *Performance Measure*
  - o **Number of information products and web sites tested with the intended audience:** 1 Website
- *Progress Reports*
  - o **Report the number of information products, including web pages, and web sites that were tested:** Approximately 966 web pages (www.niddk.nih.gov)

- *Action Step*
  - o **Test information products and web sites with the intended audience**
"Know Your Blood Sugar Numbers" publication pretested with adults living with diabetes to evaluate the publication's design elements (e.g., images and layout) or content (e.g., language, key terms, and messages).

  "It's Not too late to Prevent Type 2 diabetes" tip sheet, focus groups conducted with members of the intended audience at local health clinics serving this target population (La Clínica del Pueblo and CASA de Maryland).
- *Performance Measure*
  - o **Number of information products and web sites tested with the intended audience:** 2 Tip Sheets

- *Progress Reports*
  - **Report the number of information products, including web pages, and web sites that were tested: "Know Your Blood Sugar Numbers: Use Them to Manage Your Diabetes**" (Print Publication) and **"It's not too late"** (Print Publication)

- *Action Step*
  - **Test information products and web sites with the intended audience GAMEPLAN for Preventing type 2 diabetes-**Usability tested with health care providers and health educators to test functionality and determine whether audience members would find the new online resource easy to use and navigate. Used First-Click Testing to evaluate the layout, including the effectiveness of the linking structure and how users navigated the site to complete requested information-finding tasks. **"Promoting Medication Adherence in Diabetes**" -Conducted a remote, moderated usability test with health care providers and health educators to evaluate the site's layout, including the effectiveness of the linking structure and how users navigated the site to complete requested information-finding tasks. All pages and key features of the site were tested.
- *Performance Measure*
  - **Number of information products and web sites tested with the intended audience:** 2 websites
- *Progress Reports*
  - **Report the number of information products, including web pages, and web sites that were tested:**
  "GAME PLAN for Preventing Type 2 Diabetes: A Toolkit for Health Care Professionals and Teams" (Online Resource) is approximately 100 web pages and located at: Website link: http://www.niddk.nih.gov/health-information/health-communication-programs/ndep/health-care-professionals/game-plan/Pages/index.aspx
  "Promoting Medication Adherence in Diabetes" is an online resource with approximately 50 pages. Website link: http://www.niddk.nih.gov/health-information/health-communication-programs/ndep/health-care-professionals/medication-adherence/Pages/default.aspx

---

- *Action Step*
  Train staff who develop public communication materials in plain language NIDDK's Style Guide incorporates NIH's Plain Language Principles and guides content produced by OCPL.
  TRAINING: NIH Plain Language Course; plain language writing workshops; and "Plain Language and Health Literacy" training from the Center for Plain Language.
- *Performance Measure*
  - **Number of staff with plain language training:** 19 staff/contractors have plain language training

- *Progress Reports*
  - **Report the number of staff with plain language training:** 19 staff/contractors have plain language training

NIH: Office of Behavioral and Social Sciences Research (OBSSR)

- *Progress Reports*
  - **Report public input opportunities: 1**
- *Notes*

  RFI solicited input from "healthcare professionals, patient advocates and advocacy organizations, and other interested members of the public."

- *Progress Reports*
  - **Report materials, tools, and resources that use health literacy principles: 6**
- **Notes**
  - **https://connector.obssr.od.nih.gov/?s=health+literacy**
- *Progress Reports*
  - **Report the number of staff with plain language training:1**

Support Programs

NIH: National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK)

- *Action* Step
  a. The NIH/NIDDK partnered with the USDA to add the NIH **Body Weight Planner** (BWP) to the USDA's SuperTracker food and activity tool. The BWP allows users to create a personal calorie and physical activity plan to achieve and stay at a goal weight.

     In 2015, the NIDDK partnered with the Chi Eta Phi Inc., a black nursing sorority, to implement the **Kidney Sundays Toolkit** in more than 100 churches nationwide during March, National Kidney Month. The Kidney Sundays toolkit provides information in plain language to empower African Americans at risk for chronic kidney disease to get tested.

- *Performance Measure*: **2 Programs**
- *Progress Report:* **NIH/NIDDK Body Weight Planner** (www.niddk.nih.gov/health-information/health-topics/weight-control/body-weight-planner/Pages/bwp.aspx)

  NIDDK/NKDEP **Kidney Sunday's Toolkit**

- *Action Step*

- The **NIDDK Diabetes HealthSense,** an interactive, curated online library that provides easy access to resources designed to help people with diabetes and people at risk for type 2 diabetes live well and meet lifestyle change goals for improving health.

  The **NIDDK Diabetes Resources for Older Adults**, a curated website provides access to resources designed to help older adults, caregivers and health care professionals learn about diabetes management and type 2 diabetes prevention for older adults.

  The **NIDDK Transitions: From Pediatric to Adult Health Care**, provides materials to help teens with diabetes and their families make a smooth transition to from pediatric to adult health care.

- *Performance Measure*: 3 online/interactive web-based tools
- *Progress Report*
  - The **NIDDK Diabetes HealthSense** (ndep.nih.gov/HealthSense)

    The **NIDDK Diabetes Resources for Older Adults** (ndep.nih.gov/OlderAdults)

    The **NIDDK Transitions: From Pediatric to Adult Health Care** (ndep.nih.gov/Transitions)

NIH: Office of Behavioral and Social Sciences Research (OBSSR)

- *Progress Report*
  - **Report the total number of programs that empower people to be more involved and active in their health and build health literacy skills:** 12 of co-funded grants

Increase basic & applied

NIH: National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK)

- *Action Step*
  - **Support new, existing, or enhanced research, implementation, or evaluation activities**
    NIDDK's **4 Steps to Manage Your Diabetes for Life** resource, updated for plain language, was evaluated as part of the NIDDK-supported Glycemia Reduction Approaches in Diabetes: A Comparative Effectiveness Study (GRADE) clinical trial to determine if knowledge of diabetes management and self-efficacy would increase among people with diabetes after exposure to the resource.

    NIDDK's **Small Steps. Big Rewards. Your GAME PLAN to Prevent Type 2 Diabetes Toolkit** was evaluated on the effectiveness of this publication as an

educational tool for adults with prediabetes through the Vitamin D and Type 2 Diabetes (D2d) Study. Tool was evaluated to determine if the content was appropriate, comprehensive, and easy to read and use (health literacy level); and what updates could improve the toolkit's relevance and usability.

NIDDK partnered with the American Association of Diabetes Educators (AADE) to evaluate **Diabetes HealthSense** to determine the extent to which the resource can help people at risk for type 2 diabetes and people with diabetes find and use resources at the appropriate health literacy level; increase knowledge and self-efficacy; and take actions to prevent or manage diabetes.

- *Performance Measure*: 3 evaluation activities
- *Progress Report*
  NIDDK 4 Steps to Manage Your Diabetes for Life (Print Publication)
  NIDDK Small Steps. Big Rewards. Your GAME PLAN to Prevent Type 2 Diabetes Toolkit (Online Resource)

  NIDDK Diabetes HealthSense (Online Resource)

NIH: Office of Behavioral and Social Sciences Research (OBSSR)

- *Progress Report*
  - **Report the total number of activities with new, existing, or enhanced research, implementation, or evaluation to improve health literacy:** 12
- *Notes*
  - **Health literacy FOAs, self-management of chronic conditions, ME/CFS (myalgic encephalophathy/chronic fatigue syndrome); resilience in face of disaster or traumatic events; arts and humanities in health interventions; pain management among veterans**

- *Progress Report*
  - **Report the total number of activities with new, existing, or enhanced research, implementation, or evaluation to improve health literacy:** 5
- *Notes*
  - **Webinars on culture and health**

NIH: Office of Science Education (OSE)

- *Goal*
  - *HHS will improve access to health care and understandable and usable health information by providing evidence-based resources leading to improved health outcomes for individuals and groups*
    - The NIH Science Education Partnership Awards (SEPA) program is designed to improve life science literacy throughout the nation through innovative and rigorously evaluated educational programs.
- *Objective*

- *Increase basic and applied research, implementation, and evaluation of practices and interventions to improve health literacy. This includes but is not limited to measure development and program evaluation. Identify and address gaps, such as numeracy and visual communication, in health literacy research*
  - SEPA funds research and supports research education activities in the mission areas of the NIH.
  - SEPA-supported projects create partnerships among biomedical and clinical researchers and pre-kindergarten – grade 12 (P-12) teachers and schools, museums and science centers, media experts, and other educational organizations.
- *Strategy*
  - **Use basic and applied research, implementation, and evaluation of practice and interventions to improve health literacy**
    - SEPA's partners provide educational resources such as classroom curricula, mobile laboratories, workshops, films, software and websites that give P-12 students, teachers and the public a better understanding of the life sciences.
- *Action Step*
  - **Support new, existing, or enhanced research, implementation, or evaluation activities**
    - SEPA currently has 71 active projects with 22 new awards anticipated in FY 2016. SEPA project must provide a rigorous evaluation plan and Logic Model designed to demonstrate effectiveness.
- *Performance Measure*
  - **Number of new, existing or enhanced research, implementation, and evaluation activities**
    - The majority (approx. 75%) of SEPA's projects have components that support public health literacy or are 100% focused on health literacy.
- *Progress Report*
  - **Report the total number of activities with new, existing, or enhanced research, implementation, or evaluation to improve health literacy.**
    - SEPA will have 93 active projects in FY16. Approx. 75% (70) of these have a public health literacy focus. The program has sponsored approx. 10 museum/science center exhibits, despite the fact that they are no longer supported with NIH funds, and they continue to educate the community on lifestyle and health.

NIH: National Library of Medicine's Response to HHS Health Literacy Call

The totals in NLM's response to HHS health literacy data call are derived from the programs listed within each area.

Public input opportunities – 12

Three examples from MedlinePlus.gov (Separate, ongoing opportunities for the public to provide feedback about MedlinePlus.gov in English, MedlinePlus.gov in Spanish, and MedlinePlus.gov's mobile site)
ClinicalTrials.gov (ongoing opportunities for the public to provide feedback about the web site)
Genetics Home Reference (ongoing opportunities for the public to provide feedback about the web site)
ToxMap (ongoing opportunities for the public to provide feedback about the web site)
NLM Disaster Information Management Research Center (ongoing opportunities for the public to provide feedback about the web site)
NLM's home page (ongoing opportunities for the public to provide feedback about the web site)

Separate public input regarding site usability and design was administered for: MedlinePlus in English and Spanish, Genetics Home Reference, ToxMap

Materials, tools and resources that use health literacy principles – 12

Three examples from MedlinePlus.gov (MedlinePlus.gov's website in English, Spanish, and mobile)
MedlinePlus.gov's easy-to-read health materials throughout the website
NIH MedlinePlus magazine
Genetics Home Reference (recent redesign via health literacy principles)
ToxMap (recent redesign via health literacy principles)
To Your Health – NLM's consumer health podcast
NLM Health Hotlines
NLM Native Voices app for mobile media
PubMed Health – embedded information written exclusively for consumers rather than health professionals
NLM Specialized Information Services' K-12 Science and Health Education program

Number of information products, including web pages, and web sites that were tested – 11

Three in MedlinePlus.gov (Evaluation of MedlinePlus.gov in English, Spanish, and mobile)
Clinicaltrials.gov
PubMed
Genetics Home Reference

ToxMap
Tox Town
NLM's home page
NLM Specialized Information Services' AIDS info page
NLM Specialized Information Services' Disaster Information Management Research Center

Number of staff with plain language training – 14 (estimated)
6 – OCPL
4 – MedlinePlus.gov
2 – Specialized Information Services
2 – National Network of Libraries of Medicine

All training conducted by utilizing at least one of the training resources described on 'Health Literacy Government Resources' on the National Network of Libraries of Medicine Health Literacy webpage: https://nnlm.gov/outreach/consumer/hlthlit.html

Programs that empower people to be more involved and active in their health and build health literacy skills - 14

Six of MedlinePlus.gov's health topic pages – Understanding medical research, Evaluating health information, and Health Literacy health topic pages (in English and Spanish)
MedlinePlus Connect
PubMed's topic specific query health disparities page
PubMed's topic specific query health literacy page
MedlinePlus.gov's how to write easy-to-read health materials page
National Network of Libraries of Medicine health literacy page
Texting for Teens program – NLM contract with the University of Arizona Cancer Center, Tucson, AZ
NLM Specialized Information Services' Environmental Health Student Portal
NLM Specialized Information Services' AIDS info page

Programs that support new, existing, or enhance research, implementation, or evaluation activities - 7
Contract with Foresee to assess and compare NLM's consumer facing websites
National Network of Libraries of Medicine's health literacy page
National Library of Medicine's program to boost consumer health evaluation
NLM contract with Center for Health Literacy Promotion, Seattle, WA., for maternal health literacy research
NLM Extramural health literacy grant program
Health literacy tool shed (healthliteracy.bu.edu)
Consumer Health Informatics Research Resource (chirr.nlm.nih.gov)