8 Ways You Can Improve Health Communication

Because we know that communicating health information in ways patients, families, and employees can understand is a critical aspect in a patient's treatment process, Health Literacy training is important within health care settings. The *5-Diamond Patient Safety Program* recognizes this subject in its Health Literacy module. The objective of this module is to implement patient-centered communication practices, utilizing effective techniques that appropriately address patients with limited health literacy, cultural barriers and/or low English proficiency. Included in this module is a resource entitled *8 Ways You Can Improve Health Communication*. A measure of the module is that 100% of facility staff read the resource and sign this log afterwards. We recommend distributing during module in-service training.

The following employees have received a copy of *8 Ways You Can Improve Health Communication*, and have read the eight (8) recommendations, for the Health Literacy *5-Diamond Patient Safety Program* module.