

# Health Literacy: Commitment Statement



Clear health communication  
deltamo.org

I understand that to successfully manage their health, people must be able to obtain, process, and understand basic health information and services needed to make appropriate health decisions. This “health literacy” includes their ability to use reading, writing, verbal, numerical, and digital skills effectively.

I understand that research shows limited health literacy is seen in all sociodemographic groups, and is difficult for service providers to identify. In fact, 88% of U.S. adults do not have the health literacy skills needed to manage all the demands of the current health care system. Adults’ health literacy skills may be further reduced when they are under stress.

In order to empower people to make the best decisions for their health and well-being, I recognize that I must use “health literacy universal precautions.” I should assume that all clients may have difficulty understanding health information and should communicate in ways that anyone can understand.

I understand that effective health literacy interventions will help clients with low health literacy feel more involved in their health care, increase compliance, improve health outcomes, reduce health care costs, benefit clients with stronger health literacy skills, and positively influence education and academic performance, which can have long-term benefits throughout a person’s life.

I commit to completing health literacy training at a frequency set by my employer.

I commit to support clients’ efforts to improve their health.

I commit to provide clients with information that is clear and understandable.

I commit to confirm client comprehension and minimize miscommunication by using the “teach back method”.

I commit to ensure written and digital resources I provide to clients are accessible, understandable, and actionable.

**Agreed to by:**

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(Name, Title)

(Date)

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(Health Department)