

## About this Toolkit

The Agency for Healthcare Research and Quality (AHRQ) commissioned The University of North Carolina at Chapel Hill to develop and test this Health Literacy Universal Precautions Toolkit. It provides step-by-step guidance and tools for assessing your practice and making changes so you connect with patients of all literacy levels.

### Toolkit Key






Throughout the toolkit we have used a number of icons and symbols to help you quickly identify different forms of tools and documents.

- |                                                                                                             |                                                                                                                |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
|  Tools for practice change |  Resources on the Internet    |
|  Video                     |  Testimonials from a practice |
|  Document in the appendix  |  Tips or key points           |

All blue underlined words are links to other toolkit documents or Internet resources (e.g. Web sites, videos, publications, articles.) Click on the words to connect to the link. We also have a list of Internet resources along with their URLs.

### Toolkit Design

This toolkit is designed to be used by all levels of staff in a practice providing primary care for adults and/or pediatric patients. (Please note that references to patients also includes caregivers and parents.) This toolkit is divided into manageable chunks so that its implementation can fit into the busy day of a practice. It contains:

- [Quick Start Guide](#)  If you want to jump right in and try something, this is a one page guide that will get you started.
- [Overview](#)  This section provides some important background about health literacy universal precautions and how this toolkit is designed to address them (9 pages).
- [Path to Improvement](#)  This two-page document outlines the six steps to take to fully implement this toolkit into your practice.
- [Tools](#)  The toolkit contains 20 tools (2-5 pages long) to help you identify and address areas that need improvement. These tools often reference resources on the Internet as well as appendix items.
- [Appendix](#)  The appendix contains over 25 resources such as forms, PowerPoint presentations, worksheets, and posters that support the implementation of the tools. It also contains a list of Internet-based resources that are referenced throughout the toolkit.

# Health Literacy Universal Precautions Toolkit

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