



Practice Assessment Checklist

This checklist will help you assess your practice for health literacy. Whether your practice is new to health literacy or looking to improve upon previous work, the results can help you and your team develop a health literacy plan that works for your practice. To make a plan, review the OHL Guidebook and use the HL Action Plan template.



Preparing for change

Doesn't meet expectations Meets expectations Exceeds expectations

- | | | | |
|--|--------------------------|--------------------------|--------------------------|
| 1. Oral health literacy team or leader has been selected. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Practice has an oral health literacy action plan. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Staff understands the impact of oral health literacy. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Each staff member understands their role in oral health literacy. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Each staff member understands their role in the action plan. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Staff has received health literacy training. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



Creating a health-literate environment

Doesn't meet expectations Meets expectations Exceeds expectations

- | | | | |
|---|--------------------------|--------------------------|--------------------------|
| 1. Patients can speak to a person when they call. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Signs are in plain language and are easy to understand. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Signs are in the languages spoken by the patient population or used commonly in the community. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Patient waiting room is friendly and inviting. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



Ideas for improvement



Communicating with patients

Doesn't meet expectations

Meets expectations

Exceeds expectations

1. All staff members use plain language.

2. All staff members listen carefully and use friendly body language.

3. Patients are asked what language they prefer at the reception area.

4. Time is allocated during first visit for the dentist to hear patient needs.

5. Forms are in plain language.

6. Staff offers help with forms.

7. All staff members use teach-back.

8. Practice offers on-site or remote interpretation services.

9. Appointments conclude with a patient exit interview.

10. Practice provides patient education materials.

11. Practice provides patient education in the languages patients prefer.



Empowering patients

Doesn't meet expectations

Meets expectations

Exceeds expectations

1. All staff members encourage questions.

2. Staff participates in training for communicating across cultures.

3. Staff asks open-ended questions about the patient's experience.

4. Providers are trained to use motivational interviewing.

5. Providers support patients in choosing oral health goals.

6. Providers follow up with patients about chosen oral health goals.

7. Staff provides patients with satisfaction survey.



Ideas for improvement
