



# 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.

2. Practice has an oral health literacy action plan.

3. Staff understands the impact of oral health literacy.

4. Each staff member understands their role in oral health literacy.

5. Each staff member understands their role in the action plan.

6. Staff has received health literacy training.



## Creating a health-literate environment

Doesn't meet expectations

Meets expectations

Exceeds expectations

1. Patients can speak to a person when they call.

2. Signs are in plain language and are easy to understand.

3. Signs are in the languages spoken by the patient population or used commonly in the community.

4. Patient waiting room is friendly and inviting.



## Ideas for improvement

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## Communicating with patients

Doesn't meet expectations

Meets expectations

Exceeds expectations

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|--|--------------------------|--------------------------|--------------------------|
| 1. All staff members use plain language.                                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. All staff members listen carefully and use friendly body language.          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Patients are asked what language they prefer at the reception area.         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Time is allocated during first visit for the dentist to hear patient needs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Forms are in plain language.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Staff offers help with forms.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. All staff members use teach-back.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Practice offers on-site or remote interpretation services.                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Appointments conclude with a patient exit interview.                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Practice provides patient education materials.                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Practice provides patient education in the languages patients prefer.      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



## Empowering patients

Doesn't meet expectations

Meets expectations

Exceeds expectations

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|--|--------------------------|--------------------------|--------------------------|
| 1. All staff members encourage questions.                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Staff participates in training for communicating across cultures. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Staff asks open-ended questions about the patient's experience.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Providers are trained to use motivational interviewing.           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Providers support patients in choosing oral health goals.         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Providers follow up with patients about chosen oral health goals. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Staff provides patients with satisfaction survey.                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



## Ideas for improvement

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