

## Staff Talking Points

*Use these talking points during your next staff meeting to promote effective communication with the people you serve.*

Let's talk for a minute about health literacy.

Health literacy refers to a person's capacity to find good health information, to understand it, and to use it to navigate the healthcare system and improve their health.

Only about 12 out of every 100 adults have all the skills they need to do these things.

To address this, one of the most recommended strategies is to use plain language with our patients (or community members). Plain language is language people understand the first time they read or hear it. I want us to focus on the spoken word. We all spent time in school learning a new vocabulary related to our work in health. But, those we serve don't know those words and consider them "jargon."

What are some jargon words we use often here at our organization? *(Allow for discussion, and after each word, ask "How might we say that using plain language?")*

I challenge us all to use plain language with the people we serve. This can help understand the information we give them. If you hear me use a word that someone might not understand, please remind me to use plain language. Remind each other. I will do the same for you.

If you want more information about health literacy, you can contact the folks at UAMS – [healthliteracy@uams.edu](mailto:healthliteracy@uams.edu).