I. Introduction (Slides 1-9)
   A. Activity 1: Initial self-assessment
   B. Objectives/presentation overview
   C. Define health literacy and numeracy
   D. Why health numeracy matters
   E. Scope of the health numeracy problem

II. How Patients Learn (and do not learn) (Slides 10-18)
   A. Data processing and decision making
   B. Fuzzy-Trace Theory
   C. Activity 2: Practicing the gist

III. Using Numbers with Patients (Slides 19-32)
   A. Hierarchy of numerical skills
   B. Order
   C. Less is more
   D. Rounding and denominators
   E. Do the math
   F. Visual aids and cues
   G. Narrative support
   H. Cultural differences
   I. Plain language
   J. Teach-back/open-ended questions
   K. Activity 3: How should this information be presented?

IV. Visualizing Health Information (Slides 33-52)
   A. Document literacy
   B. Simplify
   C. Clarify
   D. Text
   E. Color
   F. Choosing a display type
   G. Pie and donut charts
   H. Bar graphs
   I. Line graphs
   J. Icon arrays
   K. Activity 4: Which graphic is best?

V. Risk Communication (Slides 53-65)
   A. General guidelines
B. Zikmund-Fisher’s framework

VI. Additional Resources

VII. Acknowledgements