

# **HB882 Testimony (1).pdf**

Uploaded by: Aaron Kaufman

Position: FAV



THE MARYLAND HOUSE OF DELEGATES  
ANNAPOLIS, MARYLAND 21401

**Sponsor Testimony**

**HB882 - Consumer Health Information – Termination Date and Mandatory Funding for the State’s Consumer Health Information Hub – Repeal**

**Delegate Aaron Kaufman**

Good morning Chair Beidle, Vice Chair Hayes, and members of the committee, my name is Delegate Aaron Kaufman, and I respectfully request a favorable report on HB 882 Consumer Health Information - Termination Date and Mandatory Funding for the State's Consumer Health Information Hub - Repeal. Maryland has made nation-leading investments in clear health communication. In 2022, Madame Speaker Pēna-Melnyk established the Maryland Consumer Health Information Hub through HB1082 to advance health literacy, plain language, and language access statewide. The Hub, housed at the University of Maryland’s Horowitz Center for Health Literacy ensures people can find and understand health information.

In just two and a half years, the Hub has strengthened relationships with state agencies, local health departments, and community organizations across Maryland. It has developed practical tools such as the Maryland Plain Language Checklist, web content review tools, criteria for grants and media campaigns, and a Plain Language and Language Access Action Planning Guide. It also created the



## THE MARYLAND HOUSE OF DELEGATES ANNAPOLIS, MARYLAND 21401

Maryland Health Literacy Organizational Seal Program, recognizing agencies that institutionalize clear communication standards.

The Hub supports the public health workforce directly. It provides health literacy training for community health workers to reduce misinformation and distrust, address cultural and linguistic barriers, and help residents navigate complex health systems. It offers webinars, convenings, and peer collaboration spaces so agencies can share best practices and modernize communication tools.

As documented in the 2025 Maryland Legislature Report submitted by the Hub, the impact of this work is measurable and statewide. Since July 2024 alone, the Hub has engaged more than 116 Maryland agencies and organizations and participated in over 160 community meetings and outreach events across the state. Ninety webinar participants demonstrated statistically significant increases in knowledge of health literacy and plain language practices, with average scores rising from 2.6 to 3.6 on a five-point scale. Seventy-four professionals representing all 24 jurisdictions attended statewide convenings, reporting increased confidence in implementing Maryland's Plain Language Standards. Additionally, 83 community health workers completed specialized communication training to better support residents navigating complex health systems. This data reflects concrete, measurable improvements in Maryland's public health communication infrastructure.

State and local partners have emphasized that implementing plain language as a routine way of operating requires leadership support, coordination, and sustained infrastructure. This bill ensures that the

AARON M. KAUFMAN  
*Legislative District 18*  
Montgomery County

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Health Committee



The Maryland House of Delegates  
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THE MARYLAND HOUSE OF DELEGATES  
ANNAPOLIS, MARYLAND 21401

Hub remains in statute beyond the current sunset date, allowing Maryland to continue institutionalizing clear communication statewide. It also removes the mandatory appropriation requirement, providing fiscal flexibility while preserving annual reporting and oversight.

This legislation does not expand regulatory authority. It sustains a communication infrastructure that improves transparency, strengthens public trust, supports language access, and advances Maryland's broader public health goals.

For these reasons, I respectfully urge a favorable report.

**HB0882\_FAV\_FIN\_MDOD\_2026.03.20.pdf**

Uploaded by: Anne Blackfield

Position: FAV

Carol A. Beatty, Secretary  
Anne Blackfield, Deputy Secretary

Wes Moore, Governor  
Aruna Miller, Lt. Governor



**BILL: HB 882**

**POSITION: FAV – Favorable**

**COMMITTEE: Finance**

**HEARING DATE: March 24, 2026**

**SUBMITTED BY:** Maryland Department of Disabilities  
217 East Redwood Street, Suite 1300, Baltimore, MD 21202

Dear Chair Beidle, Vice Chair Hayes, and Committee Members,

The Maryland Department of Disabilities (MDOD) is pleased to submit this letter of support for **HB 882, Consumer Health Information Hub – Termination Date and Mandatory Funding for the State’s Consumer Health Information Hub – Repeal**. This legislation would repeal the July 2026 sunset on the Consumer Health Information Hub and allow for ongoing activities to the extent funding is available.

MDOD is a strong supporter of, and participant in, the State’s plain language efforts - which took a huge step forward in 2022 when the General Assembly passed HB 1082, establishing the University of Maryland’s Herschel S. Luckinbill Center within the University of Maryland School of Public Health as the State’s Consumer Health Information Hub (the “Hub”). HB 1082 mandated that state and local agencies use plain language in public communications regarding health and safety. MDOD works with the Hub on these efforts, focusing on plain language and accessibility for people with disabilities.

The work done by the Hub complements additional State efforts to ensure other categories of information are available in plain language. HB 882 continues Maryland’s commitment to promoting the use of plain language in important information regarding health care and government services. The use of plain language is critical to ensuring that all Marylanders—particularly those in the disability community and those with limited English proficiency—can access, understand, and act upon vital health information. The need for inclusive health literacy remains more important than ever.

For these reasons, MDOD respectfully requests a **favorable report on HB 882**.

Sincerely,

A handwritten signature in black ink that reads "Carol A. Beatty".

Carol A. Beatty  
Secretary, Department of Disabilities

217 EAST REDWOOD STREET, SUITE 1300, BALTIMORE, MARYLAND 21202

**VOICE/TTY** 410-767-3660 **VOICE/TTY** 1-800-637-4113 **FAX** 410-333-6674 **EMAIL** [info.mdod@maryland.gov](mailto:info.mdod@maryland.gov)



**Baur HB882 written testimony.Senate.pdf**

Uploaded by: Cynthia Baur

Position: FAV



March 20, 2026

Maryland Senate  
Finance Committee  
Re: House Bill 882  
Written testimony in support of the bill

I'm Dr. Cynthia Baur, Director of the Maryland Consumer Health Information Hub, and Endowed Chair and Director of the Herschel S. Horowitz Center for Health Literacy, University of Maryland School of Public Health. The Hub is a legislatively mandated project managed by the Horowitz Center. We are part of the state's land grant higher education system with a public service mission, and the Center has served Marylanders since 2007.

I urge a favorable vote on HB882 for three reasons. First, the state of Maryland still needs the Consumer Information Hub, which is scheduled to sunset in June 2026, and HB882 allows the Hub to continue, although without dedicated funding. The Health Committee (formerly Health and Government Operations) created and funded the Hub in 2022 with HB1082, which included the sunset clause. The Hub is making good progress in expanding access to clear, useful public information for all Marylanders, but there is much more work to do. Annual evaluation reports showing the Hub's progress are available on the Horowitz Center's website in the Hub section.

In its brief existence, the Hub has helped implement high priority public information activities in Maryland, such as the plain language recommendations from the Maryland Commission on Public Health and Governor Moore's Executive Order that directs state agencies to use plain language in public communication. The Hub has also advocated for increased investments in translating materials and providing interpreter services so that all Marylanders can access public information. We have provided thousands of hours of training, technical assistance, and writing services to hundreds of Maryland organizations that create and distribute public information. We can do even more if the Hub continues.

Second, the Hub supports Maryland healthcare professionals and service delivery organizations. We provide plain language training that improves the ability of the state's health professionals to communicate effectively with patients and the public. Health professionals receive years of scientific and clinical training but little to no communication training, even though communicating health and medical information to the public and patients is a large part of their jobs. The Hub's training activities help fill this gap in health professional education and professional development.

Third, as Maryland organizations improve their public communication, they can help individuals, families, and communities become better informed and prepared to act on health recommendations and use health services. Examples of how clear communication can help include giving patients plain language medication instructions so they

understand why the medicines matter and how to take them as prescribed; explaining clearly how and why diabetes and other prevention programs can help them feel better in the present and save them years of poor health and expensive treatments; knowing when the emergency department, urgent care or primary care is the best option; and breaking down complex health insurance information.

When people don't understand how to take care of their health, we see personal and system level costs: less healthy individuals, more expensive use of healthcare services, and less use of preventive services. Investing in clear communication and a more prepared and informed public can be achieved without adding more hospital beds or paying for more expensive medical care; indeed, if we use health literacy to cultivate a culture of prevention and an informed public, the long-term result can be a patient-centered system in line with the state's healthcare goals and AHEAD model.

Also, the Hub advances Maryland's health equity goals by giving everyone, no matter their education level, disability status, or literacy and numeracy skills, access to plain language information. It's a "universal precautions" approach to communication when we use plain language with everyone. The reality is the gap is large between the public's literacy and numeracy skills and the skills they need to understand and use information. In Maryland, only one-third of our eighth graders have proficient reading skills and 25% have proficient math skills, according to the 2024 National Assessment of Educational Progress. Our eighth graders become teen-agers and young adults not only making health decisions for themselves but also for others as they form families and provide care for parents and other relatives and friends. These activities are the core of health literacy, an essential part of what shapes Maryland's health outcomes.

The Hub is uniquely positioned to build Maryland's health literacy infrastructure and support clear, useful information for Marylanders. The COVID-19 pandemic shows what happens when people don't know about or trust information for their health decisions. We are a small Center with only one state-funded position for the Director. During the last 2.5 years, we have used the Hub funding to build infrastructure, networks, health professionals' skills, and organizational capacity, and the momentum is strong. By continuing the Hub, Maryland positions itself as the national leader in a statewide approach to a health literate public. I urge a favorable vote on HB 882.

*Cynthia Baur*

# **XHB 882- Consumer Health Information - Termination**

Uploaded by: Jake Whitaker

Position: FAV



Maryland  
Hospital Association

**House Bill 882-  
Consumer Health Information - Termination Date and Mandatory Funding for the State's  
Consumer Health Information Hub - Repeal**

**Position: *Support***  
March 24, 2026  
Senate Finance Committee

**MHA Position**

On behalf of the Maryland Hospital Association's (MHA) member hospitals and health systems, we appreciate the opportunity to comment in support of House Bill 882. Health literacy is critical to our goal of a healthy Maryland. Maryland hospitals thoroughly review patient materials so they can be understood across education levels and populations. However, we appreciate the ability to continue to leverage the expertise of the State's Consumer Health Information Hub to further accessibility as needed.

The impact of low health literacy has been well documented. More than 80 million adults in the United States have low health literacy, which can adversely affect the quality of their health care. Limited health literacy is associated with increased hospitalizations, greater use of emergency care, and lower adherence to health improving regimens—all leading to poorer overall health and higher mortality rates.

We appreciate the bill's holistic view on different aspects of health literacy, including alignment of state and local government requirements. Mandatory patient notices and disclosures have increased considerably over the years, often with compulsory model language and provisions that can potentially compound the challenges generated by low health literacy. The benefits of the Consumer Health Information Hub, proposed under HB 882, will be magnified if it explores how to streamline patient-centered communications across state and federal requirements to improve understanding of patient rights and responsibilities.

Health literacy is essential for empowering patients to take control and manage their own health, thus contributing to the continued success of Maryland's Model. We thank the sponsor for introducing this important legislation to help Marylanders make informed health care decisions.

For these reasons, we request a favorable report on HB 882.

For more information, please contact:  
Jake Whitaker, Assistant Vice President, Government Affairs & Policy  
Jwhitaker@mhaonline.org

**HB0882-FIN-SUPP.pdf**

Uploaded by: Nina Themelis

Position: FAV



BRANDON M. SCOTT  
MAYOR

*Office of Government Relations  
88 State Circle  
Annapolis, Maryland 21401*

**HB0882**

March 24, 2026

**TO:** Members of the Senate Finance Committee

**FROM:** Nina Themelis, Director, Mayor's Office of Government Relations

**RE:** House Bill 882 – Consumer Health Information - Termination Date and Mandatory Funding for the State's Consumer Health Information Hub - Repeal

**POSITION: Favorable**

Chair Beidle, Vice Chair Hayes, and Members of the Committee, please be advised that the Baltimore City Administration (BCA) **supports** HB 882.

Section 20–2204 of the Health Article designates The University of Maryland Herschel S. Horowitz Center for Health Literacy as the State's Consumer Health Information Hub. Per statute, the Hub promotes and ensures public access to accurate, consistent, evidence–based, plain–language information in preferred languages to inform decisions about health, safety, and social services benefits. Under current law, the hub was required to be funded through and would sunset in 2026. HB 882 would make the Hub permanent in state law and allow it to be funded as funding is available. The has been instrumental in advancing plain language and health literacy practices statewide, including in Baltimore City.

Baltimore City's Local Health Improvement Coalition (LHIC), a multi-sector group convened by the Baltimore City Health Department to identify and address health priorities, has used the Hub's tools to revise its website and communications materials in order to ensure they are accessible to both community members and professionals. Additionally, the LHIC has participated in health literacy and plain language trainings provided by the Hub, which has strengthened the LHIC's ability to provide accessible information to residents seeking to make informed decisions about their health.

The Hub has served as a valuable resource for the Baltimore City Health Department and LHIC. As such, the BCA respectfully requests a **favorable** report on HB 882.

**2026 ACNM HB 882 Senate Side.pdf**

Uploaded by: Robyn Elliott

Position: FAV

AFFILIATE OF



AMERICAN COLLEGE  
of NURSE-MIDWIVES

With women, for a lifetime®

**Committee:** Senate Finance Committee

**Bill:** House Bill 882 – Consumer Health Information -Termination Date and Mandatory Funding for the State’s Consumer Health Information Hub - Repeal

**Hearing Date:** March 20, 2026

**Position:** Support

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The Maryland Affiliate of the American College of Nurse Midwives (ACNM) supports *House Bill 882 – Consumer Health Information -Termination Date and Mandatory Funding for the State’s Consumer Health Information Hub – Repeal*. The bill makes a permanent designation of the University of Maryland Herschel S. Horowitz Center for Health Literacy as the Maryland’s Consumer Health Information Hub. The Hub advances consumer health literacy in Maryland by providing technical support to state and local agencies. If Maryland can increase consumer health literacy, we will improve the health outcomes of individuals as well as advance population health goals.

We ask for a favorable report. If we can provide any further information, please contact Robyn Elliott at [relliott@policypartners.net](mailto:relliott@policypartners.net) or (443) 926-3443.

**2026 MASBHC HB 882 Senate Side.pdf**

Uploaded by: Robyn Elliott

Position: FAV



**Committee:** Senate Finance Committee

**Bill:** House Bill 882 – Consumer Health Information -Termination Date and Mandatory Funding for the State’s Consumer Health Information Hub - Repeal

**Hearing Date:** March 24, 2026

**Position:** Support

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The Maryland Assembly of School-Based Health Care (MASBHC) supports *House Bill 882 – Consumer Health Information -Termination Date and Mandatory Funding for the State’s Consumer Health Information Hub – Repeal*. The bill recognizes the University of Maryland Herschel S. Horowitz Center for Health Literacy as the Maryland’s Consumer Health Information Hub.

MASBHC represents 90 school-based health centers located in areas with a high concentration of poverty. The families of our students face many challenges in navigating the complexity of the healthcare system. The Consumer Health Information Hub helps local health departments in supporting these families in identifying health coverage options through Medicaid and the Maryland Health Benefit Exchange. The Hub’s mission is more important than ever, given the changes to Medicaid under HR 1.

We ask for a favorable report. If we can provide any further information, please contact Robyn Elliott at [relliott@policypartners.net](mailto:relliott@policypartners.net) or (443) 926-3443.

**2026 MASHN HB 882 Senate Side.pdf**

Uploaded by: Robyn Elliott

Position: FAV

**Maryland Association of School Health Nurses**



**Committee:** Senate Finance Committee

**Bill:** House Bill 882 – Consumer Health Information -Termination Date and Mandatory Funding for the State’s Consumer Health Information Hub - Repeal

**Hearing Date:** March 24, 2026

**Position:** Support

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The Maryland Association of School Health Nurses (MASHN) supports *House Bill 882 – Consumer Health Information -Termination Date and Mandatory Funding for the State’s Consumer Health Information Hub – Repeal*. The bill designates the University of Maryland Herschel S. Horowitz Center for Health Literacy as the Maryland’s Consumer Health Information Hub. Maryland families face an increasingly complex and confusing web of information sources about health issues. The Hub plays an important role in ensuring our state and local agencies have the resources to support clear and consumer friendly communications about public health and health coverage issues.

We ask for a favorable report. If we can provide any further information, please contact Robyn Elliott at [relliott@policypartners.net](mailto:relliott@policypartners.net) or (443) 926-3443.

**2026 MCHS HB 882 Senate Side.pdf**

Uploaded by: Robyn Elliott

Position: FAV



## Maryland Community Health System

<b>Committee:</b>	<b>Senate Finance Committee</b>
<b>Bill:</b>	<b>House Bill 882 – Consumer Health Information -Termination Date and Mandatory Funding for the State’s Consumer Health Information Hub - Repeal</b>
<b>Hearing Date:</b>	<b>March 24, 2026</b>
<b>Position:</b>	<b>Support</b>

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The Maryland Community Health System (MCHS) supports *House Bill 882 – Consumer Health Information -Termination Date and Mandatory Funding for the State’s Consumer Health Information Hub – Repeal*. The bill designates the University of Maryland Herschel S. Horowitz Center for Health Literacy as the Maryland’s Consumer Health Information Hub.

MCHS is a network of federally qualified health centers providing primary care, behavioral health, and dental services to underserved communities across Maryland. We support our patients in navigating the complexities of the healthcare system. The Hub has been an important partner in state efforts to increase consumer health literacy, which is a mission even more

We ask for a favorable report. If we can provide any further information, please contact Robyn Elliott at [relliott@policypartners.net](mailto:relliott@policypartners.net) or (443) 926-3443.

# **HB 882 - Termination Date and Mandatory Funding fo**

Uploaded by: Sara Westrick

Position: FAV



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**HB 882 - Termination Date and Mandatory Funding for the  
State's Consumer Health Information Hub  
Senate Finance Committee  
March 24, 2026  
FAVORABLE**

Good afternoon, Chair Beidle, Vice Chair Hayes, and members of the Finance Committee. Thank you for the opportunity to submit testimony in support of House Bill 882, regarding the State's Consumer Health Information Hub. We thank Delegates Kaufman and Taveras for sponsoring this legislation.

My name is Sara Westrick, Advocacy Director for AARP Maryland, one of the largest membership-based organizations in the state, with approximately 850,000 members. We represent the interests of Maryland's over 50 population, ensuring that policy decisions reflect the needs of older adults.

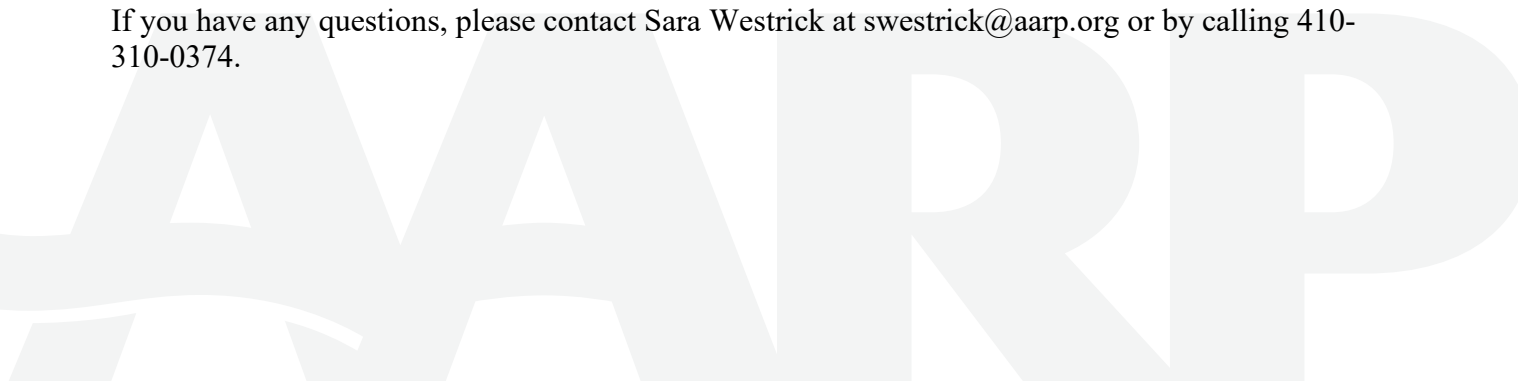
Clear, accessible public health information is one of the strongest tools we have to keep Marylanders safe, informed, and able to make decisions that support their well-being. This is especially true for our older residents, who face unique challenges in navigating the health care system. When information is presented in plain language, older Marylanders are better able to stay healthy, independent, and engaged in their communities.

The Consumer Health Information Hub plays a vital role in ensuring that state agencies communicate clearly, consistently, and in ways that people of all literacy levels can understand. This work is especially important for older adults who may experience declining vision, hearing changes, cognitive load challenges, or limited digital literacy. Making public health information understandable is not simply a matter of convenience; it is a matter of safety, equity, and respect.

As Maryland's population ages, the demand for trustworthy, plain-language health guidance will only grow. Sustaining a statewide structure that supports clear communication benefits every resident. We therefore support repealing the sunset in the authorizing language for the Consumer Health Information Hub. Thank you for your work improving the clarity and accessibility of public health communication across our state.

For these reasons, we respectfully urge a favorable report on House Bill 882.

If you have any questions, please contact Sara Westrick at [swestrick@aarp.org](mailto:swestrick@aarp.org) or by calling 410-310-0374.



**HB 882 - FIN - MACHO - LOS.docx.pdf**

Uploaded by: State of Maryland (MD)

Position: FAV



**2026 SESSION  
POSITION PAPER**

**BILL:** HB 882 – Consumer Health Information - Termination Date and Mandatory Funding for the State's Consumer Health Information Hub - Repeal  
**COMMITTEE:** Senate – Finance Committee  
**POSITION:** Letter of Support

**BILL ANALYSIS:** HB 882 repeals the termination date for the Health Information Hub and makes it permanent, repeals requirement Governor must include \$350k in annual appropriation for the Hub and reinforces requirement that state and local agencies (including local health departments) must use plain language when communicating with the public about health insurance, safety, and social services.

**POSITION RATIONALE:** The Maryland Association of County Health Officers (MACHO) submits this letter to offer strong support for HB 882. HB 882 seeks to make the State's Consumer Health Information Hub (Hub), run by the University of Maryland (the Horowitz Center for Health Literacy), permanent to allow it to continue its work indefinitely. Its job is to make sure Marylanders get health, safety, and social services information that is easy to understand (“plain language”) and available in their preferred languages.

As the membership organization for Maryland's 24 local health officers, MACHO strongly supports the actions proposed under HB 882. Since 2022, the Hub has assisted local health departments (LHDs) in innumerable ways such as: the creation of an easy-to-use plain language checklist, technical assistance on communication documents, free webinars providing training and education, statewide convenings for networking and hands-on learning opportunities, downloadable templates, and model language. The Hub's direct refinement of educational materials, coupled with the actionable insights provided in the Hub's newsletters and in-person and virtual meetings, has substantially improved outreach quality and assisted in building trust in the community for LHD messages and information. The Hub has also helped LHDs create positive changes in awareness, knowledge, and confidence in providing materials in plain language that reach our different populations in meaningful ways. Our LHDs would not have been able to accomplish all these activities without the training, technical experience, and guidance provided by the Hub as our staff tasked with these responsibilities do not have the time or resources to do these activities individually.

Maintaining the Hub as a central location for these kinds of critical resources is essential for LHDs to navigate a rapidly evolving digital landscape and ensure their outreach remains effective and timely in years to come.

For these reasons, the Maryland Association of County Health Officers submits this Letter of support for HB 882. For more information, please contact Ruth Maiorana, MACHO Executive Director at [rmaioral@jhu.edu](mailto:rmaioral@jhu.edu) or 410-937-1433. *This communication reflects the position of MACHO.*

# **Testimony on HB882 (Senate).docx.pdf**

Uploaded by: Usherla DeBerry

Position: FAV

**Wes Moore**  
*Governor*

**Usherla DeBerry**  
*Director*

**Aruna Miller**  
*Lt. Governor*



TO: Chair Beidle, Vice Chair Hayes, and the Members of the Finance Committee  
FROM: Governor's Office of the Deaf and Hard of Hearing  
SUBJECT: Testimony on HB882 (Public Health - Consumer Health Information - Hub and Requirements)

Position: Favorable

HEARING DATE: March 24, 2026

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Dear Chair, Vice Chair, and Members of the Finance Committee,

My name is Usherla DeBerry, and I serve as the Director of the Governor's Office of the Deaf and Hard of Hearing (ODHH). I am writing to express our support for HB0882.

HB0882 ensures the continuation of the State's Consumer Health Information Hub by repealing its termination date and maintaining its role in providing clear, plain-language public health information. While this bill does not specifically reference Deaf, DeafBlind, or Hard of Hearing communities, its emphasis on accessible and understandable communication strongly aligns with ODHH's mission.

Deaf, DeafBlind, and Hard of Hearing Marylanders often face barriers accessing critical health and safety information due to communication gaps and complex language. Plain-language public information supports equitable access and improves understanding for individuals who rely on American Sign Language, tactile communication, captioning, or translated materials. Clear and accurate information reduces confusion, prevents misinformation, and promotes better health and safety outcomes.

HB0882 supports effective government communication and reinforces the importance of accessibility across state agencies. These principles directly support ODHH's statutory role in improving access to services and serving as an information clearinghouse for the communities we represent.

For these reasons, the Governor's Office of the Deaf and Hard of Hearing respectfully supports HB0882 and urges a favorable report.

Thank you for the opportunity to submit this testimony.

Respectfully submitted,

Usherla DeBerry

Director

Governor's Office of the Deaf and Hard of Hearing

**HB882 - HSCRC - LOI.pdf**

Uploaded by: Janice Lepore

Position: INFO



March 20, 2026

The Honorable Pamela Beidle  
Chair, Senate Finance Committee  
3 East Miller Senate Office Building  
Annapolis, Maryland 21401

**RE: House Bill (HB) 882 – Consumer Health Information – Termination Date and Mandatory Funding for the State’s Consumer Health Information Hub – Letter of Information**

Dear Chair Beidle and Committee Members:

The Health Services Cost Review Commission (HSCRC) appreciates the opportunity to provide a letter of information regarding **HB 882 – Consumer Health Information – Termination Date and Mandatory Funding**.

HSCRC staff participate in monthly meetings led by the Consumer Health Information Hub (‘the Hub’) and have collaborated with the Hub since 2023. Since its inception the Hub has engaged in significant outreach activities, connecting with consumers, organizations and agencies across the state to support Marylanders’ access to clear information about health care needs and services. The Hub also maintains a valuable website with an array of informative materials, including the Maryland Plain Language Checklist and Web Content Review Tool. Finally, the Hub works proactively with organizations, including State agencies, to review public-facing materials, and to provide specific feedback with examples to guide improvements.

The work of the Hub contributes to stronger health literacy among Marylanders, empowering them with actionable information. Health literacy is associated with greater uptake of preventative health care, increased participation in healthy behaviors and improved overall health outcomes. In this way, the Hub’s focus aligns closely with the State’s Health Improvement Plan, and with the population health and preventative care goals of the Achieving Healthcare Efficiency through Accountable Design (AHEAD) model.

Thank you for the opportunity to provide the Committee with information about the impact of the Consumer Hub. If the Committee or members have any questions, or if I can provide you with any further information, please do not hesitate to contact me at [jon.kromm@maryland.gov](mailto:jon.kromm@maryland.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Jon Kromm".

Jon Kromm  
Executive Director

