

Health Literacy Framework

A Guide to Action

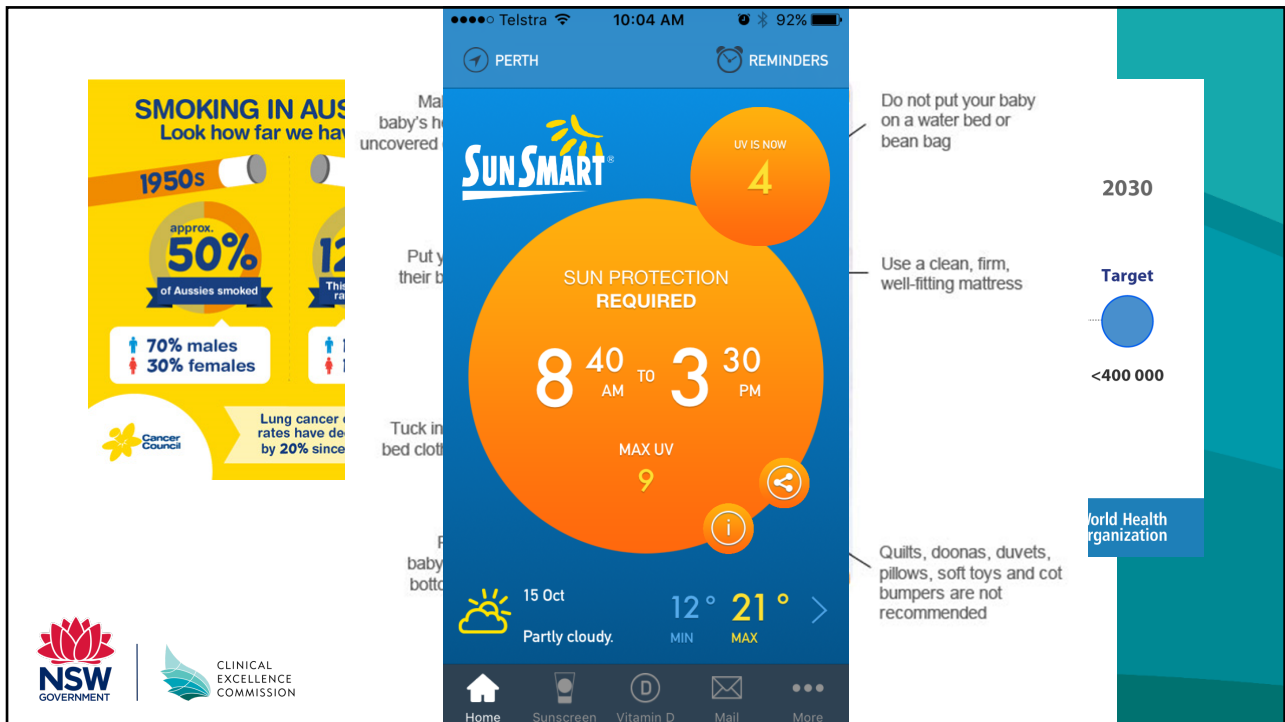
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60%

have low health
literacy





NSW context

- Provide world class clinical care where patient safety is first

NSW Health Strategic Priority

Objective

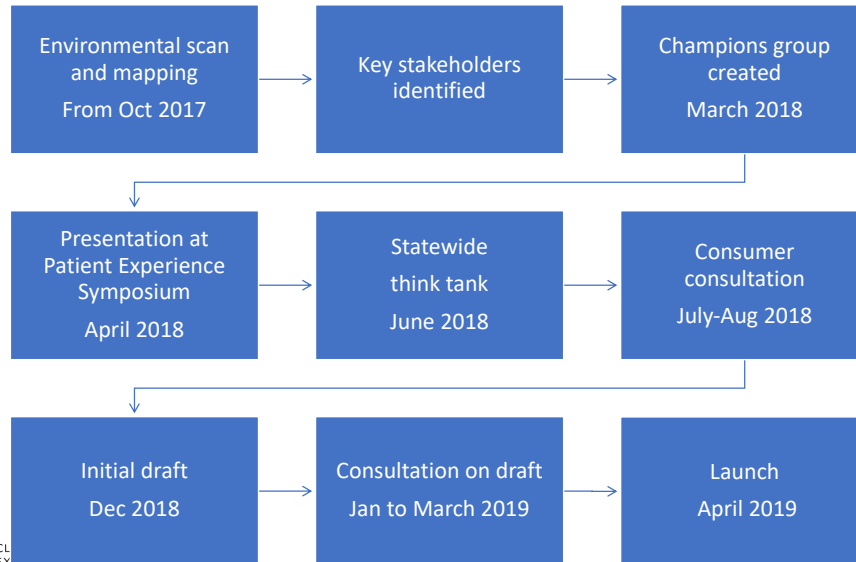
- Foster engagement from consumers and carers to improve the customer experience

- Develop a framework for Health Literacy: effective communication and education to better support patients' and families' clinical and personal needs

Action



Developing the Framework



NSW Health

HEALTH LITERACY FRAMEWORK

A Guide to Action



The four priorities



PRIORITY 1: Patients, Families & Carers

“I need the health services to be my partner and be aware of my cultural background as this defines the way I receive and process information.”

All patients, their families and carers are active partners in their health care.

Aims

- Patients are included in discussions and decisions about all aspects of their care
- Families and carers are included in discussions and decisions about care, to the extent the patient wishes
- Patients understand their treatment options
- Care is individualised, taking into account culture, mental state, patient preferences, age and disabilities including hearing and vision loss
- Patients, families and carers are made aware of their rights and responsibilities



What Can Health Leaders Do?

- Understand their patient population through data, and plan services with consumers to meet current and future needs
- Appoint patient navigators or key workers as contact people for patients, families and carers
- Ensure resources (print, audiovisual, website) are:
 - tested and approved by consumers from the target population
 - approved by their organisation for distribution
 - available in priority community languages
 - in accessible formats

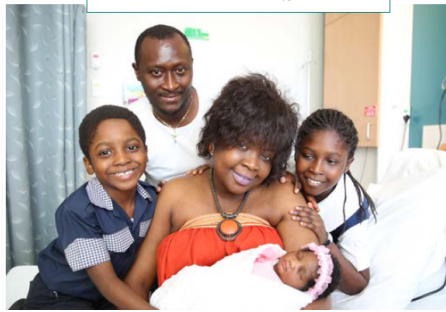
What Can Health Staff Do?

- Involve patients, families and carers in all discussions about care and treatment, to the extent the patient wishes
- Ask every patient about their family, whether they are Aboriginal or Torres Strait Islander, and whether they have a carer or are a carer. Document this information
- Use interpreters when patients need assistance communicating in English or are Deaf
- When speaking to patients, confirm you understand them and they understand you by using a tool such as *Teach-back*⁴
- Ask patients with disabilities about aids they normally use e.g. communication boards and visual aids. Use them
- Pay special attention in high risk areas:
 - transfers of care, including discharge
 - medicine prescription and use
 - consent
- Conduct post admission follow up calls to ensure patients understand their care plan
- Refer patients to reputable resources (print, audiovisual and websites) for further information



What is Already Being Done?

In Northern NSW LHD, the health literacy project team helped to update Patient Information books at Grafton Base Hospital and Maclean District Hospitals to meet health literacy recommendations. The books give information about the hospital, services and how patients can be involved in their care. Consumers give feedback into the books which are available in hard copy and on the website.



Social indicators for Aboriginal people, including health indicators, remain the lowest of all Australian groups. Understanding the impacts of past injustice and striving to eliminate discriminatory practices are important factors in improving social outcomes for Aboriginal Australians.¹⁰

Health Literacy in Aboriginal Communities

Aims

- Create an Australian health system that is free of racism and inequality, and where all Aboriginal people have access to health services that are effective, safe, high quality, appropriate and affordable
- Understand, respect, honour and celebrate Aboriginal cultures, heritage and identity
- Provide respectful, responsive and culturally sensitive services

What Can Health Leaders Do?


- Provide a welcoming environment which includes Aboriginal health spaces
- Incorporate Aboriginal cultural practices and protocols in official meetings and events, display the Aboriginal flag acknowledge and promote key Aboriginal community events

- Ensure Aboriginal Cultural training is available for all staff e.g. Respecting the Difference
- Ensure that Aboriginal people are represented in service planning, consultations and in workforce
- Ensure that Aboriginal Impact Statements are completed for all policies, programs and projects

What Can Health Staff Do?

- Ask every patient whether they are Aboriginal or Torres Strait Islander. Document this information
- Include families and carers in discussions and decisions about care, to the extent the patient wishes
- Ask patients if they would like contact with the Aboriginal Liaison Officers or Aboriginal Health Workers
- Complete Respecting the Difference Aboriginal Cultural training – eLearning and face-to-face
- Complete Aboriginal Impact statements for any projects you are doing



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Health Literacy Framework

Monitoring progress

Evidence based tools and ideas

- Organisational Health Literacy Responsiveness Domains
- Ten Attributes of Health Literate Health Care Organisations

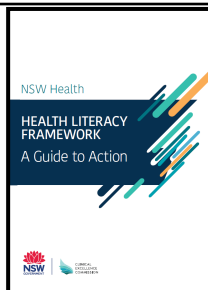
Annual reporting to:

- Peak safety and quality committee
- National Standard 2 committee



What next?

- Tools and links on CEC website
- Ongoing partnerships with LHDs
- Share your successes



www.cec.health.nsw.gov.au

