

THE HEPATITIS B STORY – FILM AND BOOKLETS NOW IN 8 LANGUAGES

Bennett G¹

1. St Vincent's Melbourne

Gabrielle Bennett (RN, RM, Grad. Dip. CHN, Grad. Dip. Women's Health, MPH) is a Registered Nurse/Midwife with experience in primary health care in STI/BBV, refugee, Aboriginal and women's health. She has worked in policy, education and public health. She is currently the Victorian Viral Hepatitis Educator based at St Vincent's Melbourne.

Background: In 2013 St Vincent's Hospital Melbourne and North Western Melbourne PHN developed a plain English teaching tool for health care workers to use in discussions with clients who have low health literacy and who live with chronic hepatitis B (CHB). The teaching tool, "The hepatitis B story" (THBS) describes CHB care and management in informative illustrations alongside easy English, enabling clients to make more informed choices and engage in their health care. Techniques for health professionals to improve communication are detailed.

Methods: An advisory group (ISIS Primary Care, Multicultural Health and Support Service, Victorian Aboriginal Community Controlled Health Organisation, North Western Melbourne PHN, Royal Melbourne Hospital, Hepatitis Victoria) was established to develop the original resource. The development process included extensive focus testing.

A process evaluation of THBS recommended that:

- the resource be made available in languages other than English
- patients need the information to take home

Since then, many organisations have contributed to THBS's development offering further funding to re-print, translate and further develop the resource to meet their needs.

Outcomes:

- Original A4 THBS teaching tool developed for clinicians to use with clients.
- Small patient booklets available in English, Vietnamese, Cantonese, Mandarin, Karen, Arabic, Burmese and Dari languages.
- Videos with narration in these 8 languages are available for people who cannot read their preferred language.
- An evaluation was undertaken 2014. Clinicians and patients were surveyed. Findings demonstrated that THBS has broad appeal and was effective, useful and in demand.
- The Victorian State Government, Cancer Council of Victoria and Australasian Society for HIV and Hepatitis Medicine now support the resource by displaying their logo.
- Hepatitis NSW, North Queensland Sexual Health Unit, Eastern Melbourne PHN and Monash Medical Centre have contributed development funds to meet their local needs.
- Critical review performed November 2015. Updated 2nd edition available developed.