

Better Together

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NNSW INTEGRATED CARE MADE POSSIBLE BY STRONG LOCAL PARTNERSHIPS:



Health Literacy

Northern NSW

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NNSW INTEGRATED CARE MADE POSSIBLE BY STRONG LOCAL PARTNERSHIPS:



What is health literacy?

Organisational health literacy

- How health professionals communicate
- How easy health systems are for people to use.
- How easy it is for people to access, understand and act on health information and services.

Individual health literacy

- People's ability to access, understand and act on health information.





Health Literacy

Northern NSW



Health
Northern NSW
Local Health District





of the medical information
patients receive is
forgotten immediately

Approximately

60%

of Australian adults do
not have the level of
health literacy needed to
understand and use day
to day health
information.



Health Literacy Website



Consumers and Carers will be involved in the project to make sure we get it right.



Health Professionals will learn and use skills to improve their health literacy communication.



Health policies will support health literacy.



Patients will be empowered to be partners in their own health care.

Better:

- ✓ patient quality of life
- ✓ patient care experience
- ✓ patient satisfaction



**Healthier people
in Northern NSW**



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Health Literacy

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GET STARTED



healthliteracy.nnswlhd.health.nsw.gov.au



Consumers and Carers will be involved in the project to make sure we get it right.

- Every piece of health information has feedback from at least 5 consumers.
- Their feedback is valued and acted upon.
- Consumer representation on Health Literacy Steering Group.
- Consultation with consumers at beginning of project to provide feedback on proposed Framework.



Health Professionals will learn and use skills to improve their health literacy communication.

Just as a medication is no good if it can't be absorbed, information is useless if it can't be absorbed.

If what you want people to do is not easy to understand, make it easy.

e-Patient Dave





Health Professionals will learn and use skills to improve their health literacy communication.

Health Literacy Workshops

- **254** people have attended a health literacy presentation or workshop since December 2016.
- **142** health professionals trained in health literacy and strategies.
- **62** consumers aware of health literacy and strategies.
- Strong increase in health literacy knowledge and skills.
- 98% of attendees report that they intend to implement at least one health literacy strategy



Health Professionals will learn and use skills to improve their health literacy communication.

Health Literacy environment

- Walkthroughs with consumers
- Action plan to improve signage and access to new facility

Consumer health information

- Staff are checking the reading grade level of health information as well as considering other health literacy criteria e.g. font size, consumer feedback.

Health literacy resources

- Checklist For Developing Consumer Friendly Information
- Organisational Health Literacy Checklist



Health policies
will support
health literacy.

Northern NSW Health Literacy Framework

- Endorsed and adopted by both NNSW Local Health District and Primary Health Network.

Health literacy principles embedded in:

- LHD Kids and Families Plan
- LHD Guideline for developing health information
- LHD Health Promotion Strategic Plan
- Health literacy included in KPIs of new projects at PHN



Patients will be empowered to be partners in their own health care.

- Health information is accessible, understandable and able to be acted on.
- Health professionals communicate more effectively.
- Community workshops
 - Over 60 consumers 2016-17
 - Working with Rotary, Hospital Auxiliary, libraries
- Trialling a health literacy campaign
- Health Literacy website
- Finding reliable health information online.



Patients will be
empowered
to be partners
in their own
health care.

“We can create systems that make it easier
for people to make good decisions.”

Bill Smith

Notes from the Field, Social Marketing Quarterly 2004





- ✓ Quality of life
- ✓ Health care experience
- ✓ Satisfaction with health services

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Thank You

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