



# Health Literacy and Preventive Care in General Practice

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# Preventive care in general practice



- 87% of population see a GP at least once a year. Less than 1% of the population do not “have” a GP.
- Two thirds of GPs in South and Western Sydney consult in a language other than English.
- GPs often know the context of other conditions, treatments, family and see people across the lifecycle.



- Change in complex health behaviours & genetic and physiological risks
- Multiple sources of information of variable quality and multiplicity of pathways to interventions
- Conflation of motivation and health literacy.

# What are we trying to achieve?

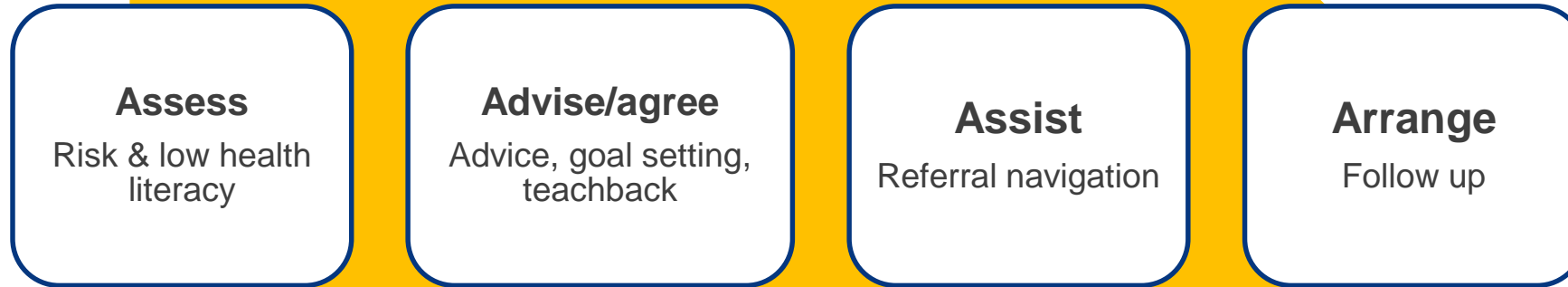
Individual health literacy

Health literacy environment



*Source: Parker R. Measuring health literacy: Why? So what? Now what? In: Hernandez L (ed), Measures of Health Literacy: Workshop Summary, Roundtable on Health Literacy. 2009*

# Clinical Strategies: 5As



# Organisational

- Team work: PNs and CHWs, interpreters
- Linkages with other local services, programs and organisations
- Information systems: prompts, recall



# ARC Study in Ottawa Canada

**1** ARC study is advertised in your practice waiting room.



**2** You refer your patient to a community resource.



**3** ARC research team contacts your patient for consent.



**4** ARC Patient Navigator and your patient meet.



**5** Patient Navigator provides support to access community resources.

Helps patient to...

- Identify the most appropriate resources
- Overcome barriers to access resources by:
  - arranging transportation
  - scheduling appointments
  - completing forms
  - & many more...



**6** Your patient accesses the community resource that is right for them.



# So what needs to be done?

- Continue to extend the PHC workforce and its roles – nurses, allied health, interpreters and CHWs
- Funding and organisation systems to facilitate flexible patient and community centred PHC
- New methods for quality improvement

