

# Statewide Health Literacy framework: Progress made to date

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# Purpose of a Health Literacy Framework

- Educate staff about the scope of health literacy and why we need to address it now.
- Guide staff as to how to approach health literacy
- Strengthen systems so that health care consumers can be more engaged in understanding and managing their healthcare  
and
- Help address National Standards v2

# Why now?

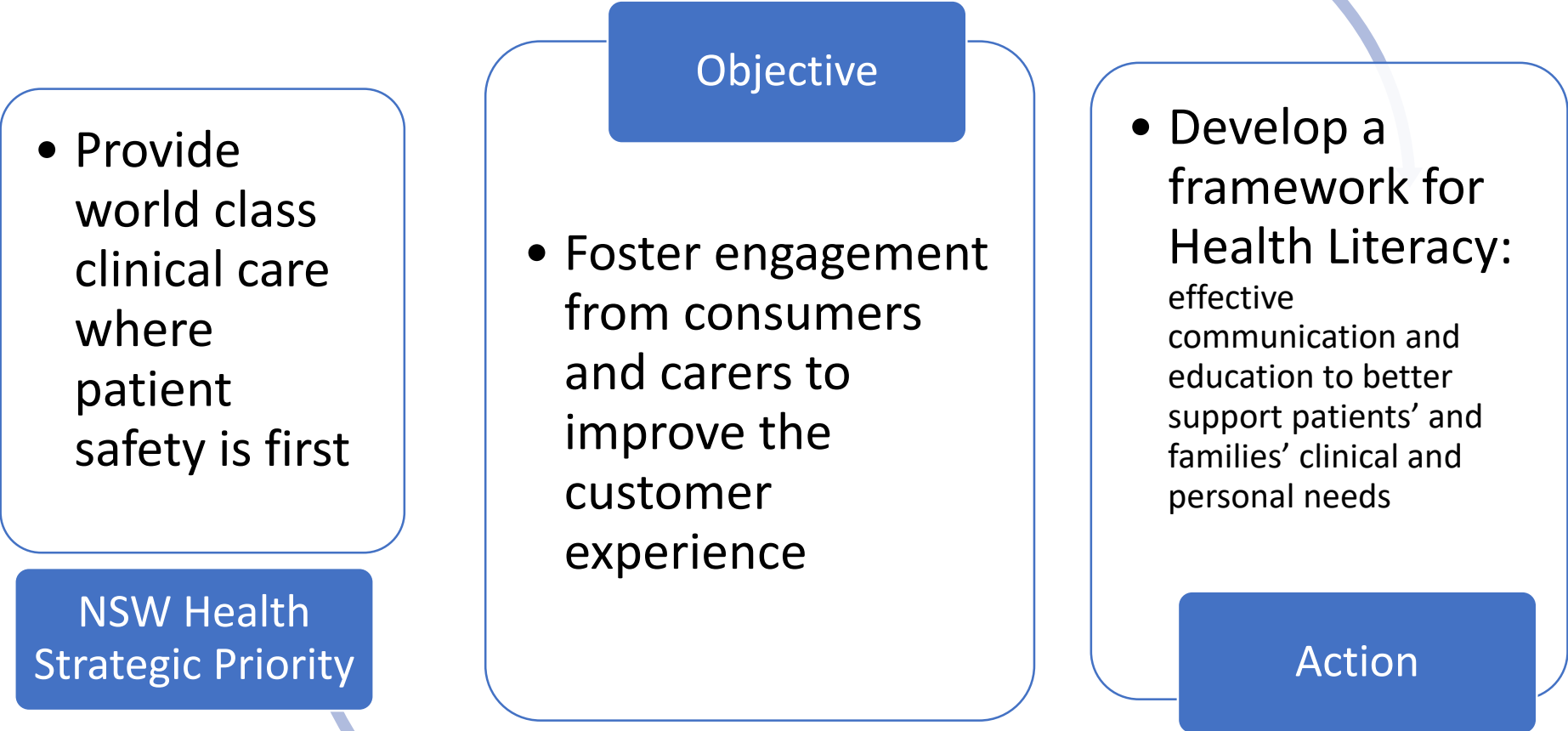
## Drivers:

- Health literacy is part of the national standards
- Safety and quality of care
- Equity and access
- The consumer voice

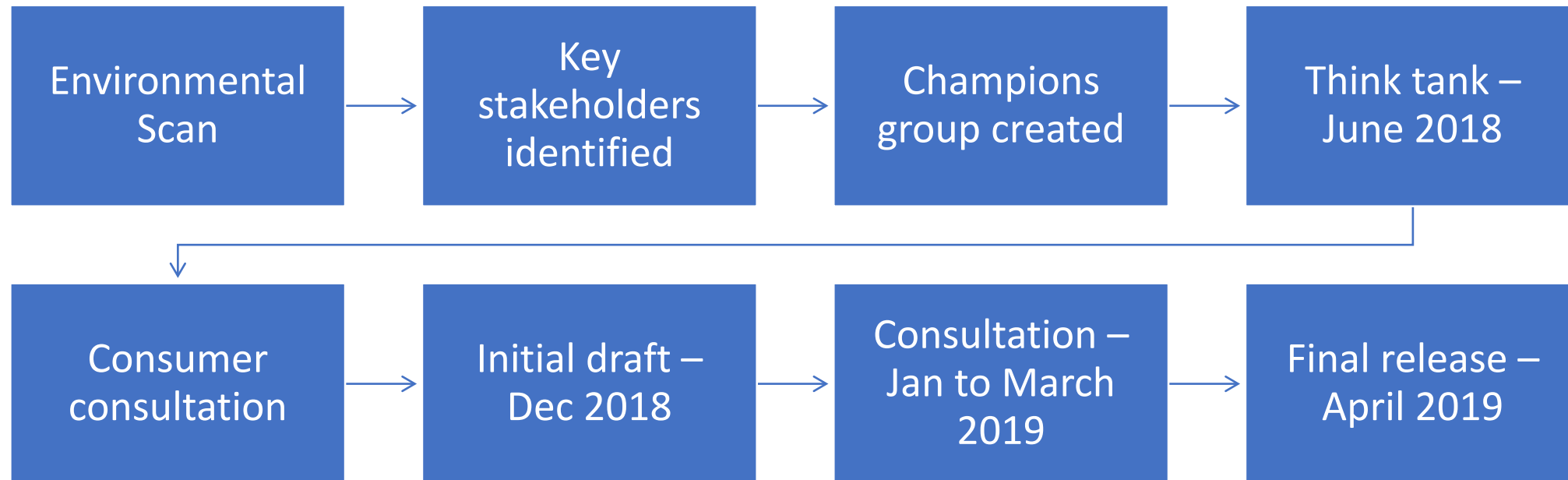
# National context

- New National Standards (ACSQHC)
  - Consumers as partners in system and service development and delivery
  - Patients as partners in their own care to the extent
- Health literacy section
  - Health service organisations must communicate with patients in a way that supports effective partnerships that they choose

# NSW context



# Progress toward framework

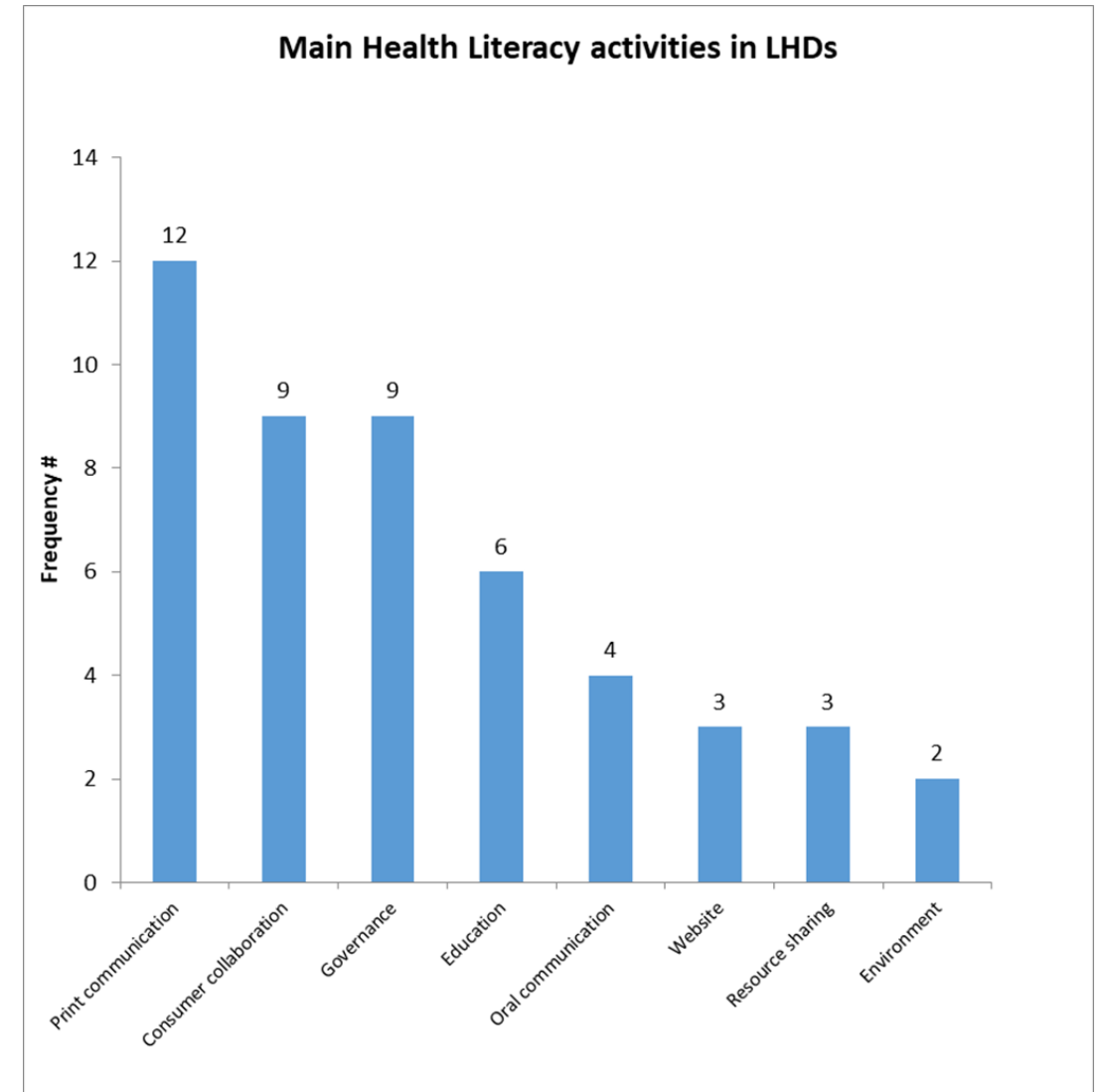


# Health literacy think tank: key learnings

- Expertise and activity exists across NSW Health
- Need for leadership and executive sponsorship
- There is willingness to share expertise and resources
- Challenges:
  - All districts are at different stages
  - Systematic approach needed
  - Inconsistency in priority, responsibility and governance
  - Methodologies for improving health literacy are needed

# What is being done in NSW Health?

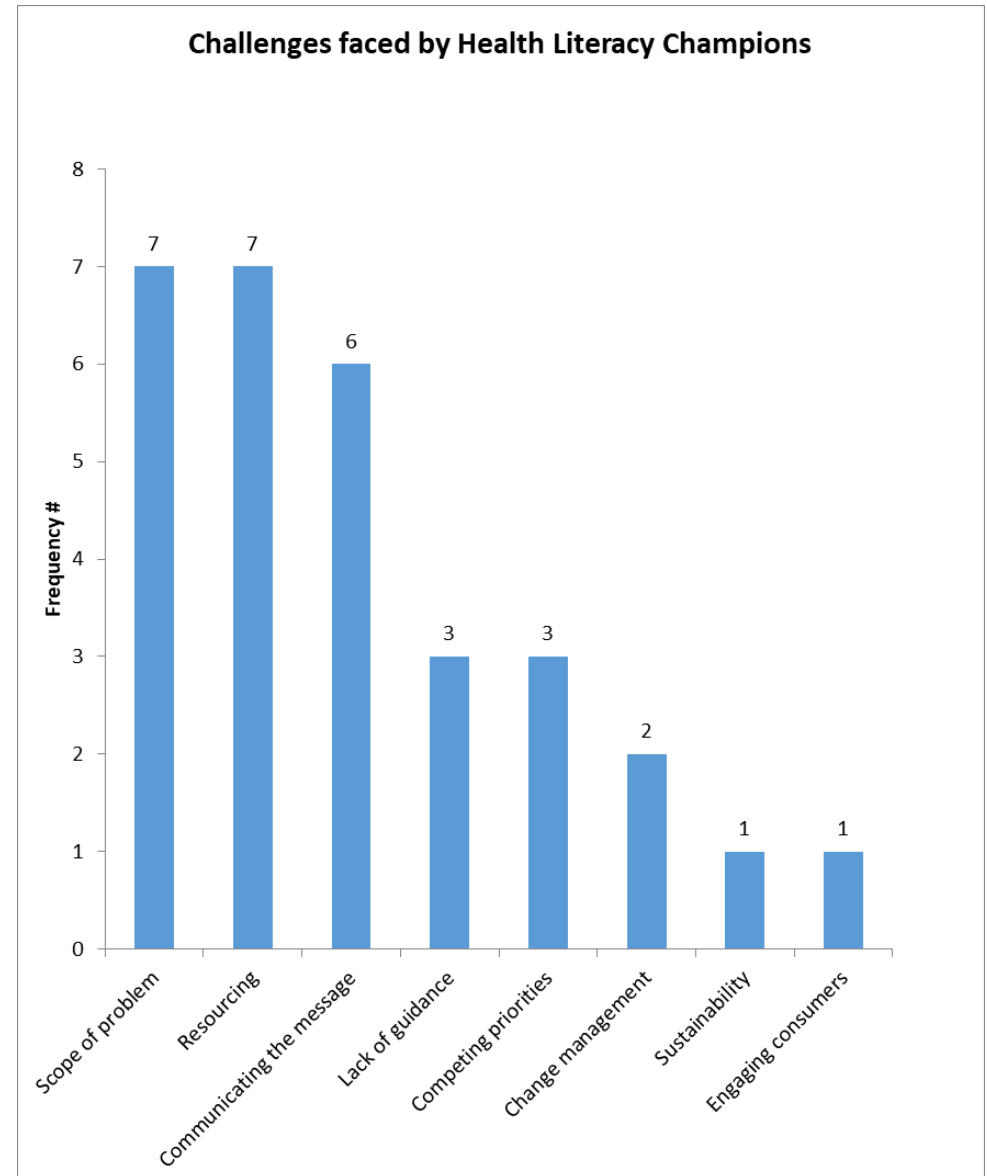
- Print communication
- Consumer consultation
- Governance
- Education
- Oral communication
- Websites and apps
- Wayfinding





# Challenges faced

- Scope of problem
- Resourcing
- Communicating the message
- Lack of guidance
- Competing priorities
- Change management
- Sustainability
- Engaging consumers



# What our consumers say

Use a variety  
of ways to  
communicate

This is a  
cultural issue  
and must be  
addressed as a  
priority

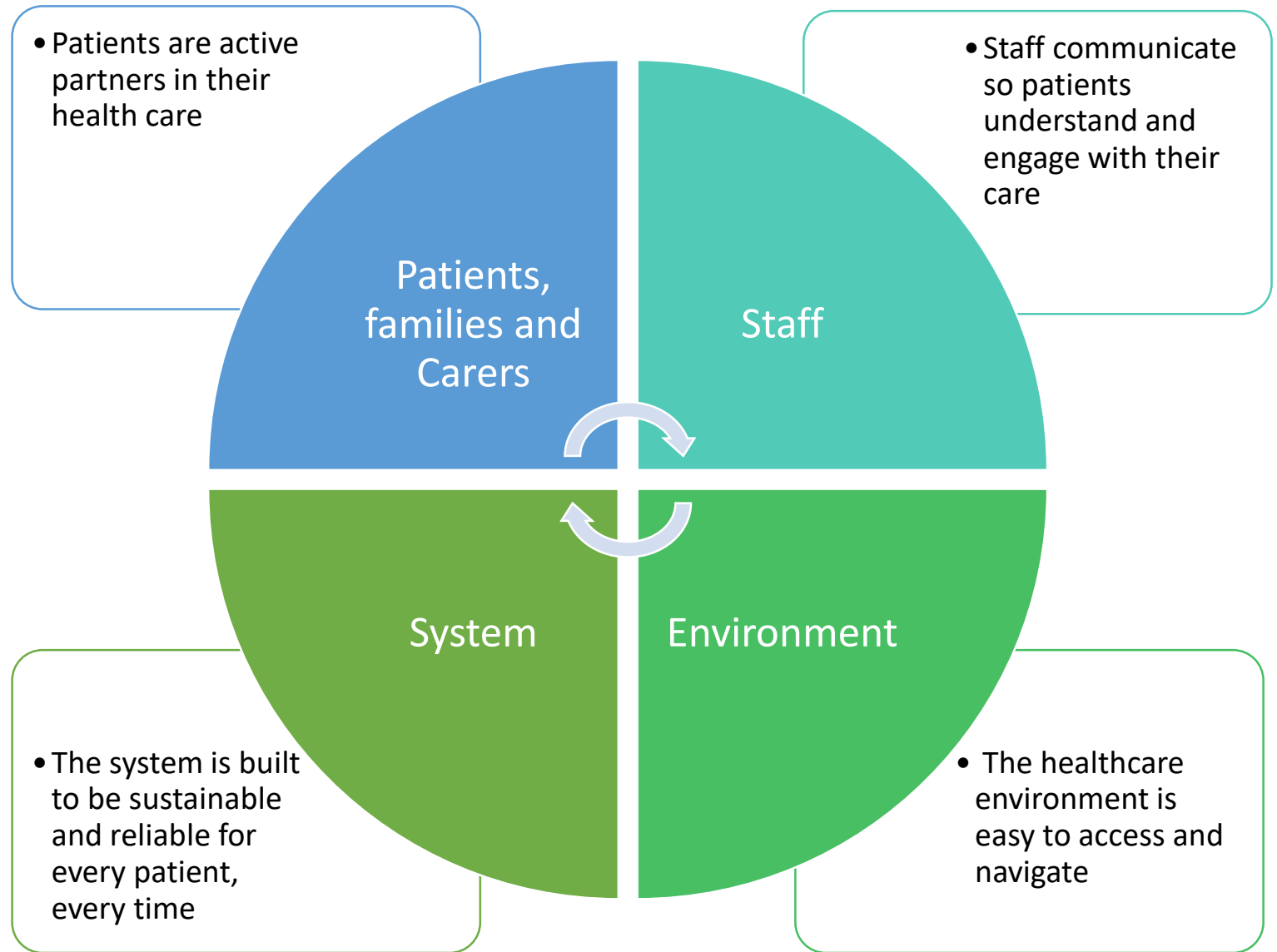
*Everyone  
has  
different  
needs*

Improving health  
literacy is  
essential for  
better and safer  
patient  
experience

Don't use  
acronyms  
!



# Framework Priorities



# The system

## Aims include:

- Leaders have an overt commitment to improve health literacy
- Our websites are health literate

## What you can do

- Leaders to state commitment on the website
- There is a system for health literate printed information

## NSW Examples of Excellence

- Multicultural Health Week 2018 had a theme of health literacy
- ISLHD has evidence based processes to develop and test consumer information

# Questions?

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