

# Developing & Measuring Health Literacy in Culturally & Linguistically Diverse and Aboriginal Communities

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**Health**  
Western Sydney  
Local Health District

# Background

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Back in 2014 the WSLHD Chronic Disease Management Program & partners embarked on a journey:

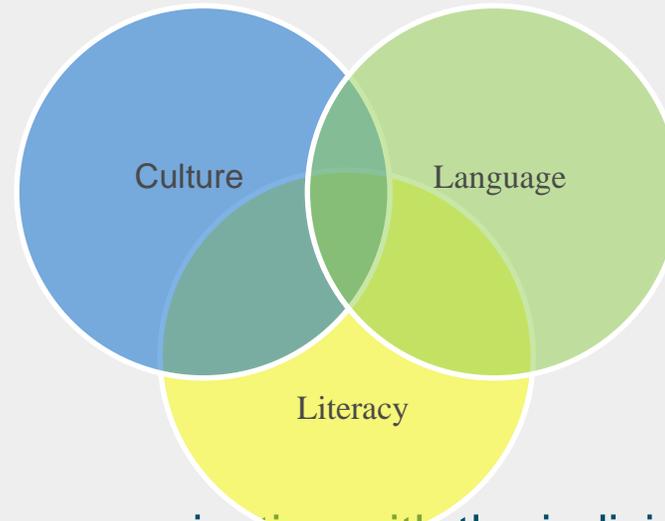
- to find a generic chronic disease self-management support program
- one that that would improve the health literacy of :
  - The high proportion (65%) of overseas born residents of which 45% speak a language other than English at home
  - The 13,000 Aboriginal and Torres Strait Islander people that live in the area.



# Challenges of Developing Health Literacy

We needed to find a program that responded to the challenges of developing health literacy

- Culture
- Language
- Literacy



The ultimate goal was achieve meaningful communication with the individual

# So What Did We Decide On ?

WORKSHOP OVERVIEW						
	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Overview of self-management & Chronic health conditions	•					
Using your mind to manage symptoms	•		•		•	•
Getting a good night's sleep	•					
Making an action plan	•	•	•	•	•	•
Feedback and problem-solving		•	•	•	•	•
Dealing with difficult emotions		•				
Physical activity and exercise		•	•			
Preventing falls		•				
Making decisions			•			
Pain and fatigue management			•			
Better breathing				•		
Healthy eating				•	•	
Communication skill				•		
Medication usage					•	
Making informed treatment decisions					•	
Dealing with depressions					•	
Working with your health care Professional and organization						•
Weight management						•
Future plans						•

## Living Well

A program that :

- Teaches life skills that are needed in the day-to-day management of chronic conditions
- Aims to maintain active and fulfilling lives.
- Enables people to be actively involved in their own health care to maximise their quality of life.
- Supports access and equity for the CALD and Aboriginal populations to improve health literacy



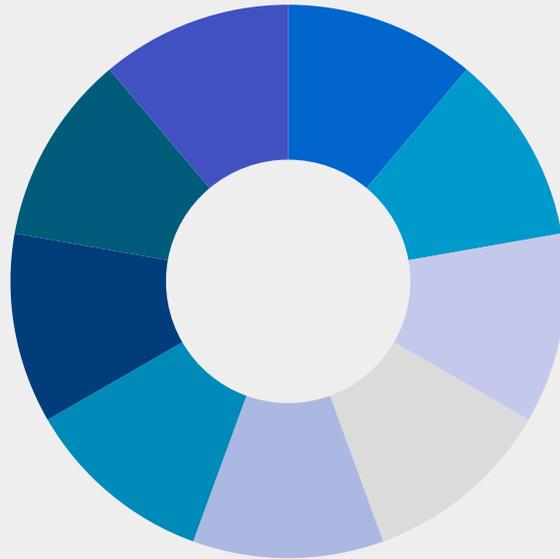
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# Deakin University Health Literacy Questionnaire

Domains 1 to 5 are scaled on how strongly the participant agreed with the statements.

And

Domains 6 to 9 are scaled on how easily participants felt they could accomplish those tasks/statements.



- 1. Feel understood and supported by Healthcare Providers
- 2. Have sufficient information to manage health
- 3. Actively managing their health
- 4. Social support for health
- 5. Appraisal of health information
- 6. Active engagement with providers
- 7. Navigating health system
- 8. Ability to find good health information
- 9. Understanding health information well



# HLQ Results

Results showed an increase in the Health Literacy of participants across all 9 Domains.

## **Culturally and Linguistically Diverse Participants**

- Felt better understood and supported by Healthcare Providers (Domain 1)
- Had sufficient information to manage their health and able to appraise health information (Domain 2 & 5)
- Improvement in being able to actively manage their health (Domain 3).
- There was slight improvement in the Domains 6 to 9, (possibly due to language).

**Aboriginal and Torres Strait Islander Participants** significantly increased their ability to:

- obtain good health information (Domain 2),
- actively manage their health (Domain 3),
- confidently navigate the healthcare system (Domain 7)
- feel empowered through engaging proactively with healthcare providers to seek advice and information (Domain 6).

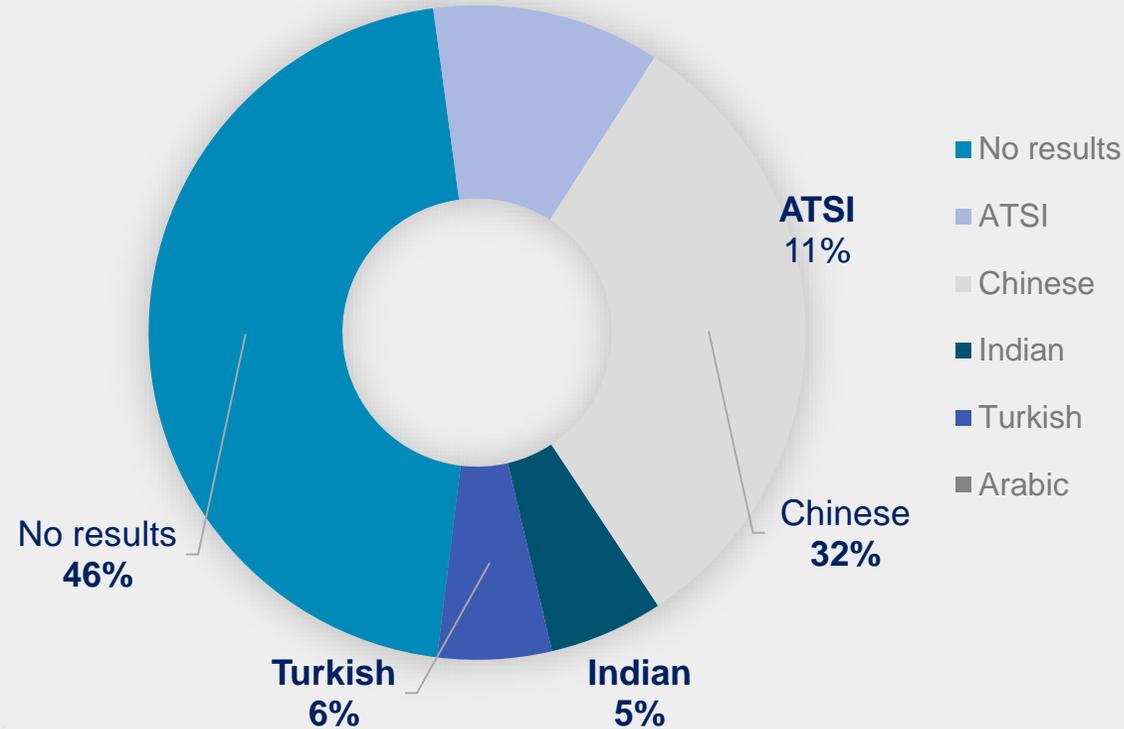


# Demographic of HLQ participants

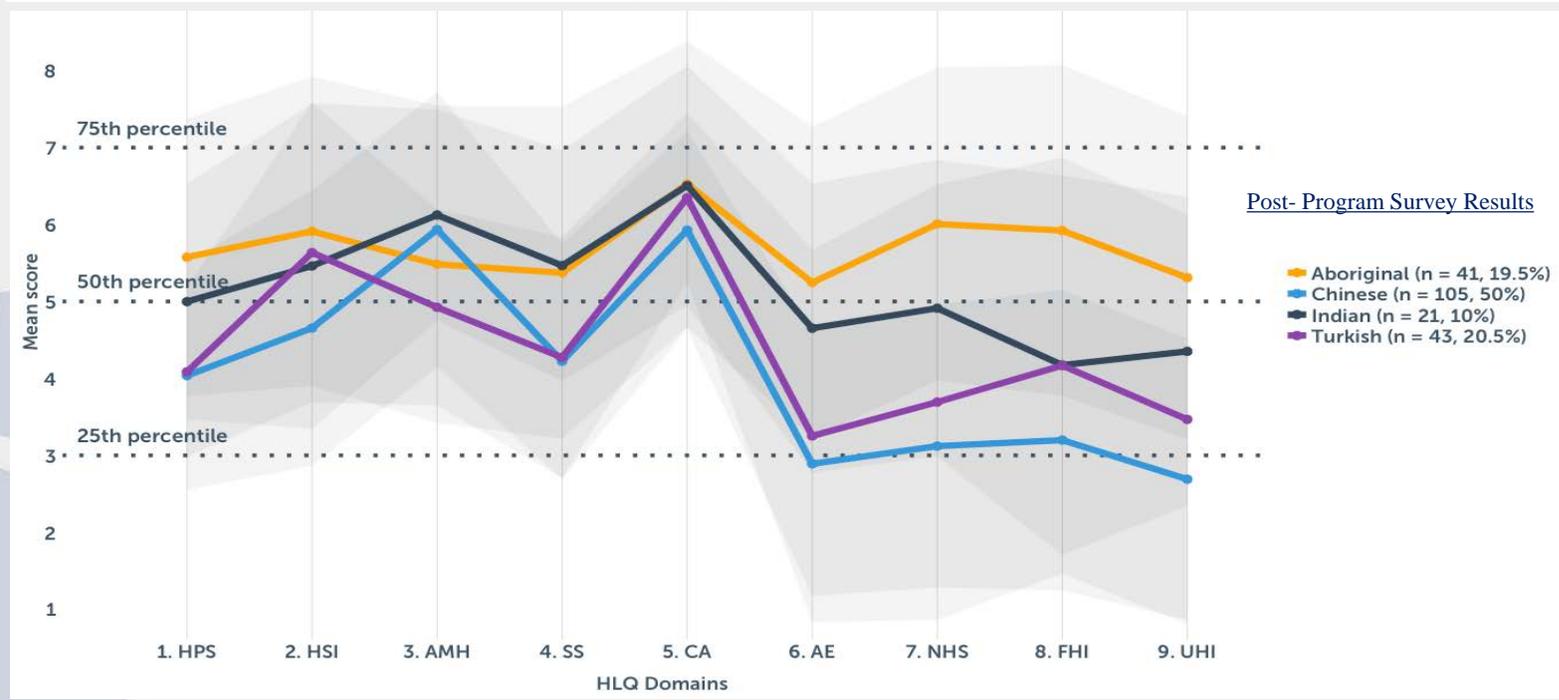
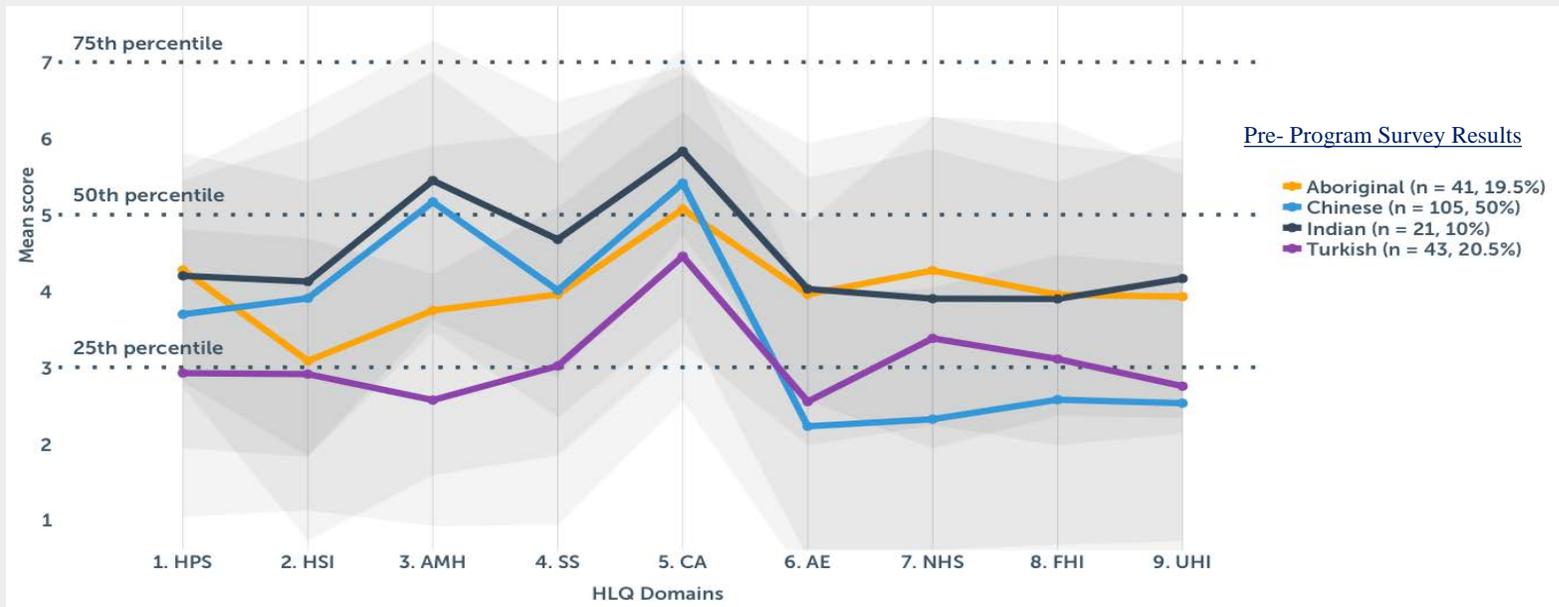
People who returned the survey were from Aboriginal, Chinese, Turkish and Indian backgrounds.

Of the people who returned the survey:

- 11% ATSI
- 32% Chinese,
- 6% Turkish
- 5% Indian.



# HLQ Measures relative to the Larger HLQ Cohort



# Participant Feedback



You feel comfortable and the staff are wonderful

The program is very informative ,helpful and is applicable in our daily life Our facilitator was very thorough

Learnt about the action plan kept me going to the gym twice a week and doing my exercises at home

I realise I am not the only one with chronic health problems

If it wasn't for this course I would not have been able to have the right information or understanding for what to do in the future

The facilitators made it fun and exciting for us to learn and understand the information

Excellent nothing more could be asked for

I like it

