



Health
Literacy
Hub



Health
Literacy
Hub

The WSLHD Health Literacy Hub is here!

The Hub will help you find out more about health literacy and access tools to help you create easy to understand communication materials.

Features include:

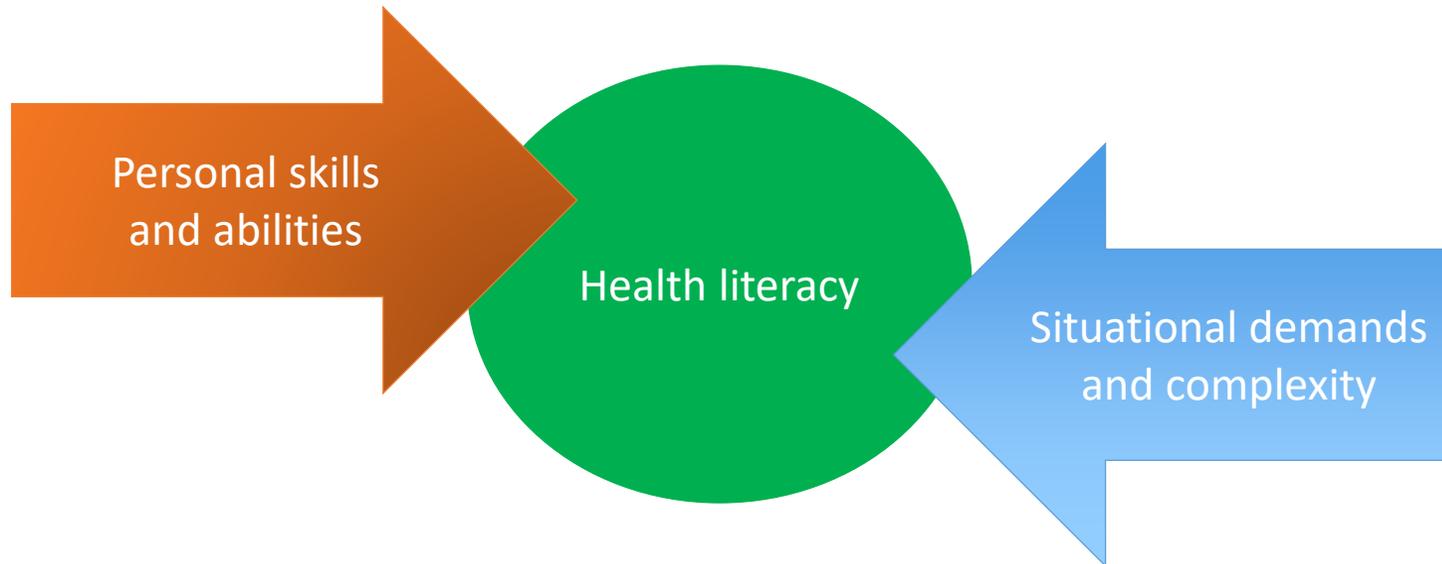
- ✓ Best practice information
- ✓ Evidence-based tools
- ✓ Resources and research

Making healthy choices easier for everyone

What is health literacy?

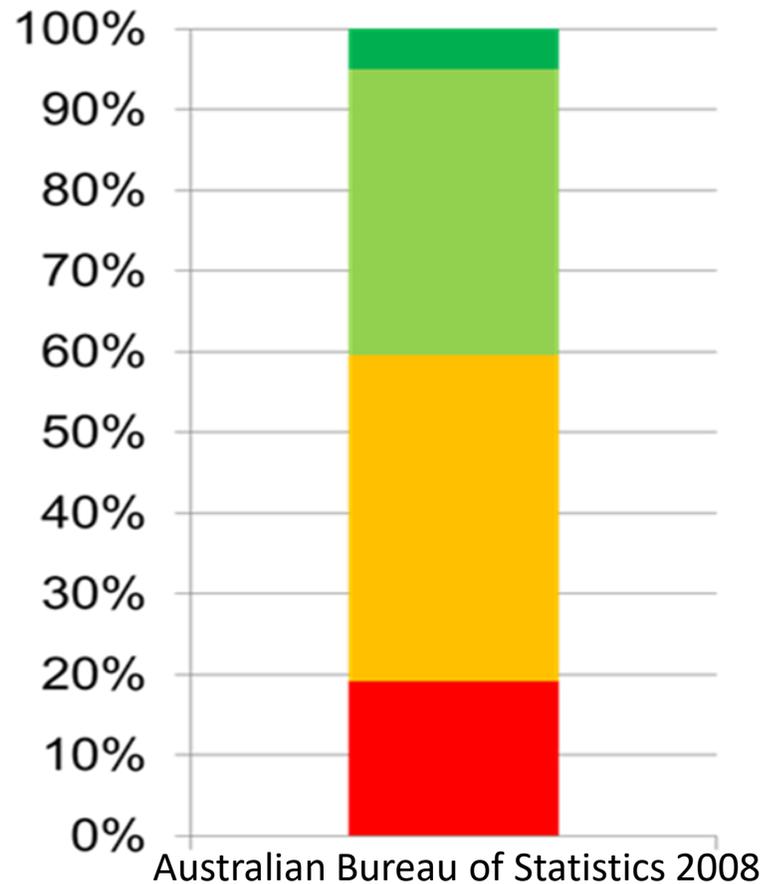
Health literacy describes the ability of a person to acquire, understand and act on health information

Health literacy is determined by those personal abilities and the context in which those skills are to be applied



Adapted from Ruth Parker, *Measuring health literacy: What? So what? Now what?* In Hernandez L, ed. *Measures of health literacy: workshop summary, Roundtable on Health Literacy*. Washington, DC, National Academies Press, 2009:91–98

Poor health literacy is more common than most people think



–41% of adults were assessed as having **adequate or better health literacy skills**, scoring at Level 3 or above. Able to perform tasks such as combining information in text and a graph **to correctly assess the safety of a product.**

–Around one-fifth (19%) of adults had level 1 health literacy skills, with a further 40% having Level 2. These people had difficulty with tasks like:

locating information on a bottle of medicine about the maximum number of days the medicine could be taken, or drawing a line on a container indicating where one-third would be (based on other information on the container).

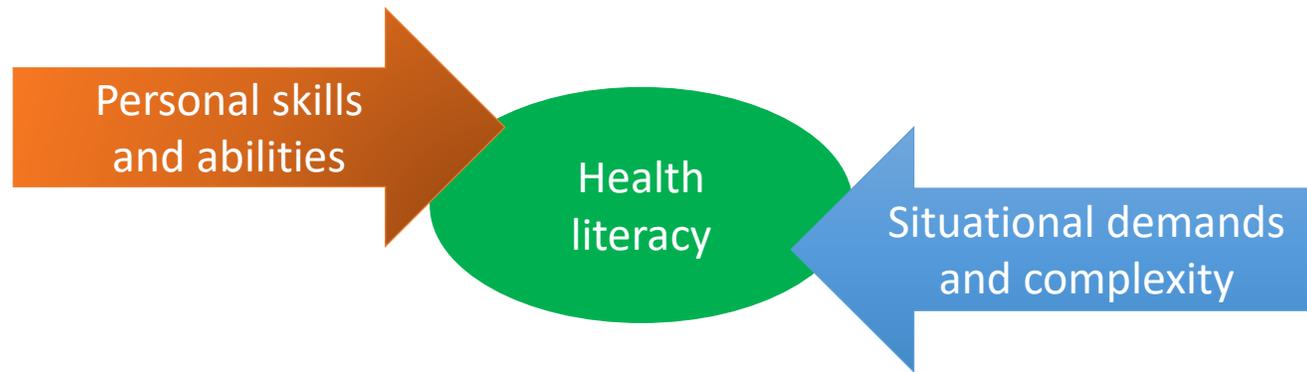
Health literacy matters

- In health and social care systems where there is
 - need for more effective prevention,
 - commitment to patient centred care, and
 - greater than ever dependence on patient self-management of chronic conditions
 - a strong social gradient in the population, with lower levels of health literacy much more common among the socially and economically disadvantaged.
- When there is consistent evidence that improving the quality and effectiveness of health communication delivers better health outcomes, safer care, improved patient satisfaction and reduced costs



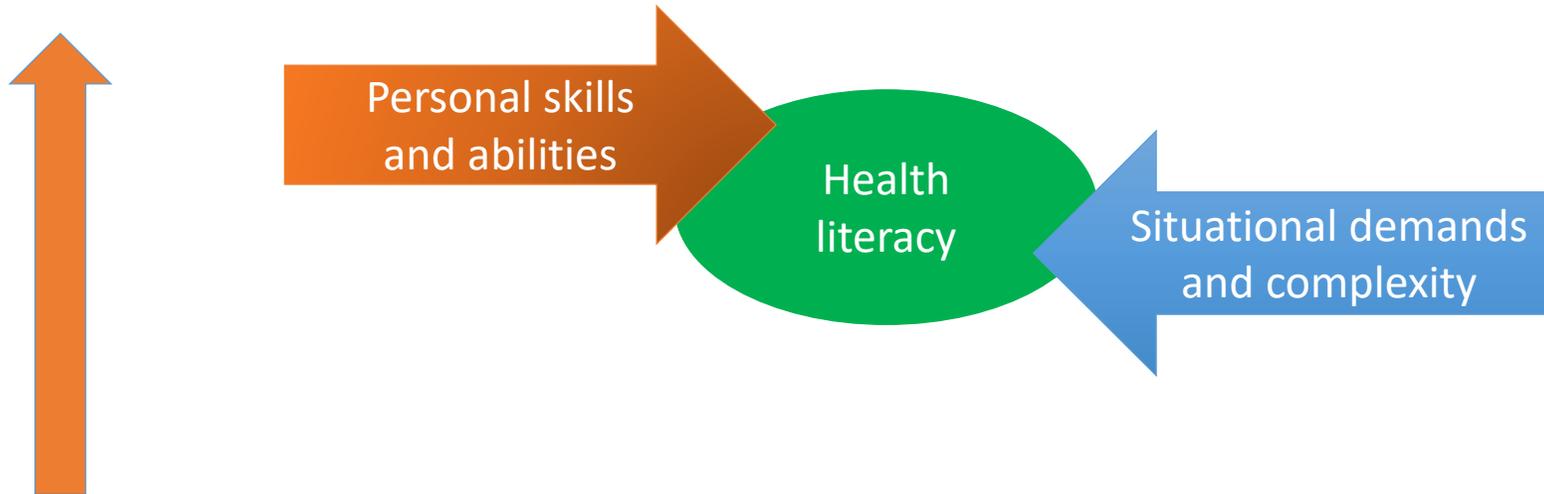
Health literacy describes the ability of a person to acquire, understand and act on health information in varying contexts

How do we change things?



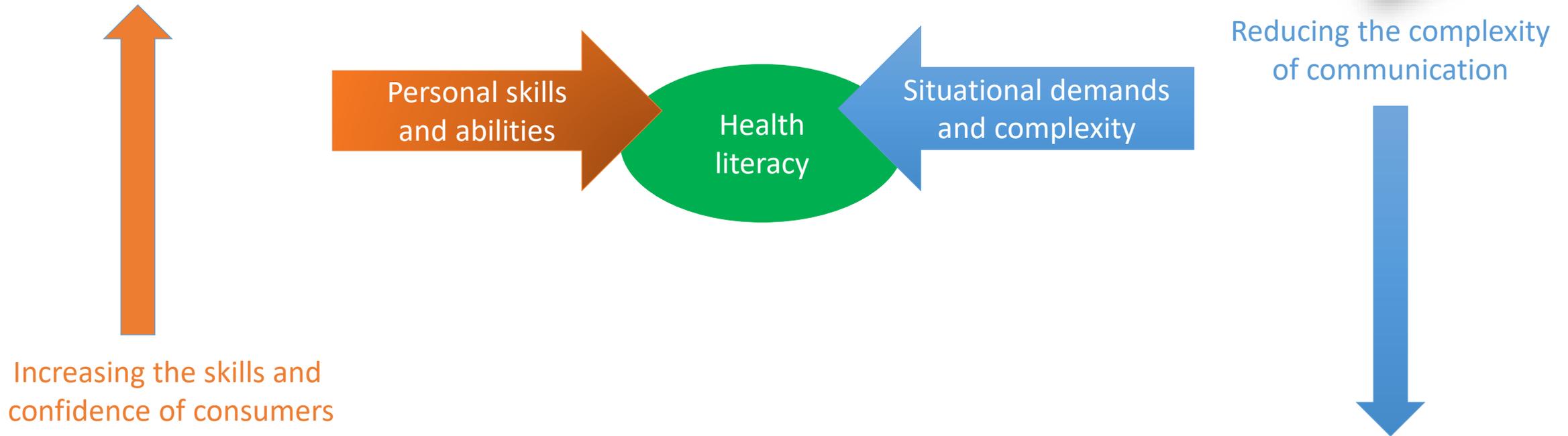
Health literacy describes the ability of a person to acquire, understand and act on health information in varying contexts

How do we change things?



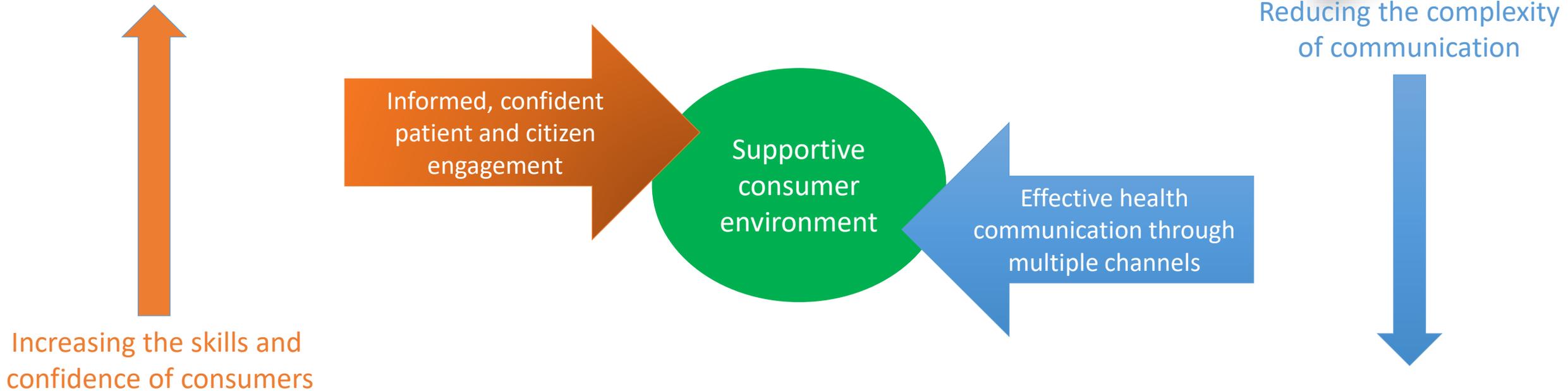
Increasing the skills and confidence of consumers

How do we change things?



How do we change things?

We create a health literate system

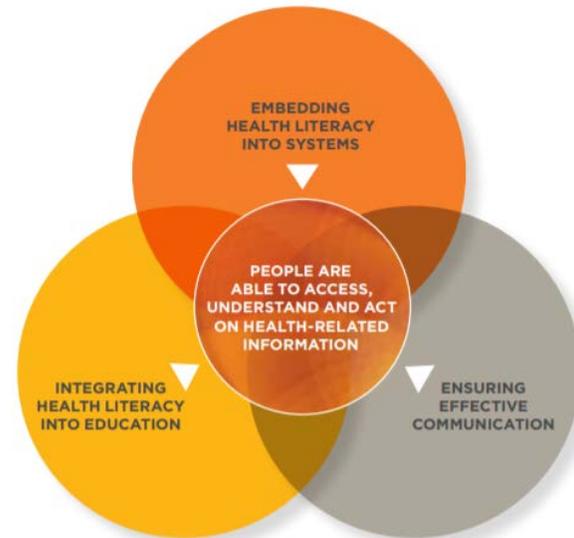


This is what guides the work of the Health Literacy Hub

The story so far – Improving health literacy is a national priority supporting health system safety and quality: National Standards – Partnering with Consumers, and National Statement on Health Literacy



“There is the potential to not only improve the safety and quality of health care, but also to reduce health disparities and increase equity.”



Health literacy for managers

60% PEOPLE **LOW HEALTH LITERACY**

Having low health literacy means consumers don't have the knowledge they need to find, understand and use information about their health and health care. You can help change this.

How can I create a good health literacy environment within my organisation?

BE A LEADER

KEY FOCUS
Make patient-centred care and health literacy a key focus within the strategic framework of your organisation

USE EXAMPLES
Use patient stories to demonstrate how health literacy affects people's health and healthcare

CLEAR COMMUNICATION
Make clear and effective communication a priority across all levels of the organisation

PUT SYSTEMS IN PLACE

EDUCATION & TRAINING
Incorporate health literacy and communication strategies into information, education and training sessions for the workforce

PROCESSES
Develop and implement whole-of-organisation policies which embed health literacy considerations into existing processes

LANGUAGE
Use easy understood language and symbols on information and signage

CONSUMER SUPPORT
Have processes in place to provide support for consumers with additional needs - interpreters, accessible lifts, etc.

PARTNER WITH CONSUMERS

INFORMATION CO-DESIGN
Work with consumers to develop, design and evaluate information materials - brochures, forms, referrals, etc.

SERVICE CO-DESIGN
Work with consumers to plan, design and evaluate services and facilities

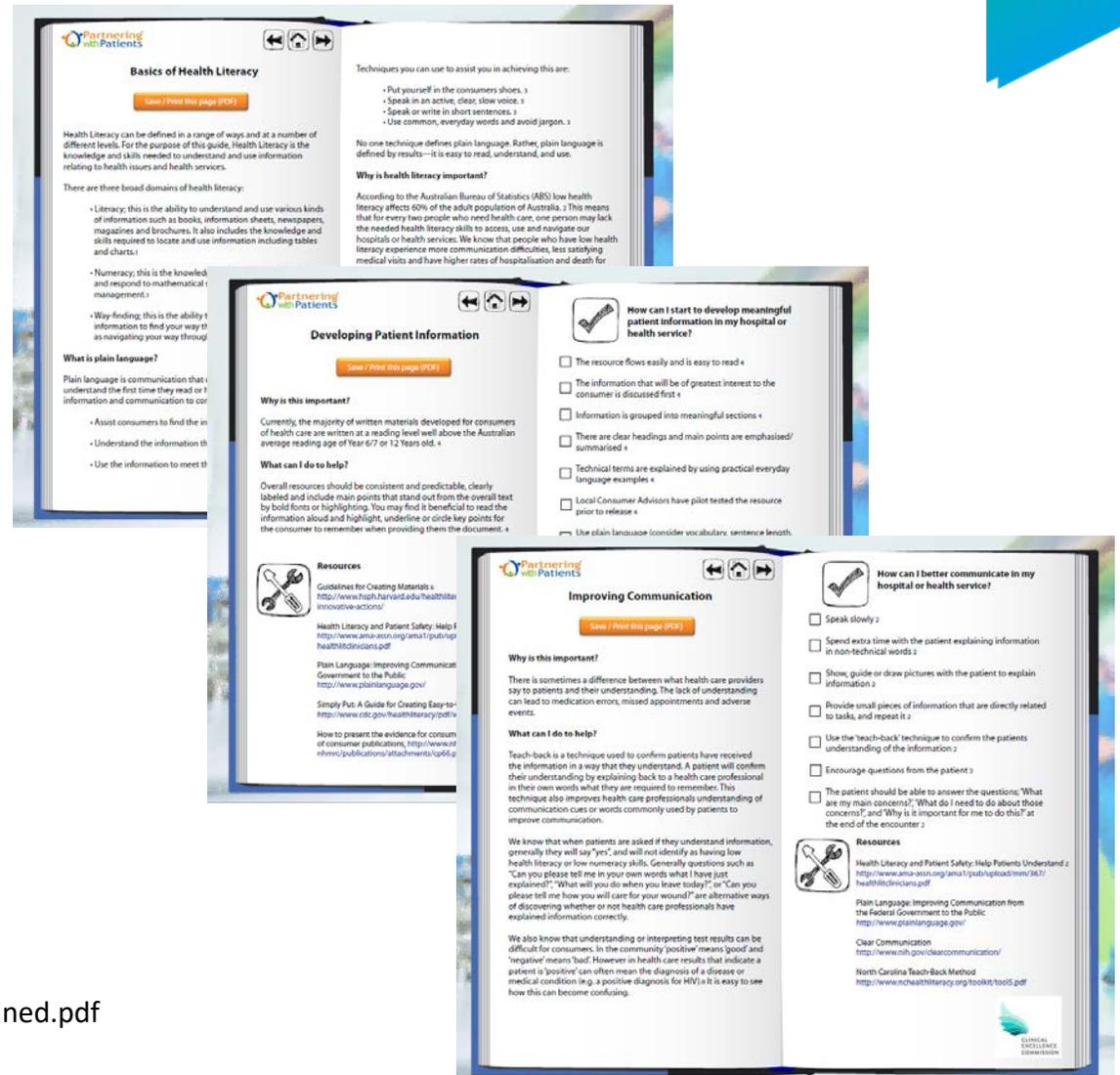
AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

www.safetyandquality.gov.au

National Standards – <http://www.nationalstandards.safetyandquality.gov.au/>

National Statement: <https://www.safetyandquality.gov.au/wp-content/uploads/2014/08/Health-Literacy-Taking-action-to-improve-safety-and-quality.pdf>

Improving health literacy is a NSW State priority – Clinical Excellence Commission



http://www.cec.health.nsw.gov.au/_data/assets/pdf_file/0006/259062/hl-guide-combined.pdf

Improving health literacy is a NSW State priority – Agency for Clinical Innovation



Accessibility Options

Search...



About ACI

Get Involved

Resources

Make it Happen

Innovation Exchange

Get Involved Consumers

Patient Experience and Consumer Engagement

We believe that the best innovation and healthcare improvement can only come from listening to and understanding what people need and want.

Our vision is for consumers and families to be equal partners in health care improvement in NSW.

HOW WE WORK WITH CONSUMERS, FAMILIES, CARERS AND STAFF

Our Patient Experience and Consumer Engagement: A Framework for Action outlines how we work with consumers, families, carers and staff to make healthcare better in NSW.

You can use this Framework to plan engagement activities when designing, implementing or evaluating improvements, activities, products and services.



Patient Experience and Consumer Engagement: A Framework for Action

Understand, Act, Empower

PDF Document 494Kb

[Real Time Feedback](#)

JOIN A NETWORK

Our Clinical Networks, Taskforces and Institutes are open to clinicians, consumers and managers with experience, interest and passion in improving healthcare.

[Join a Network](#)

[Network executive and working group membership](#)

CLINICAL NETWORKS, TASKFORCES AND INSTITUTES

[Aboriginal Chronic Conditions Network](#)

[Acute Care Taskforce](#)

[Aged Health Network](#)

[Anaesthesia Perioperative Care Network](#)

[Blood and Marrow Transplant Network](#)

WHAT IS EXPERIENCE-BASED CO-DESIGN?

How to put policy into practice?

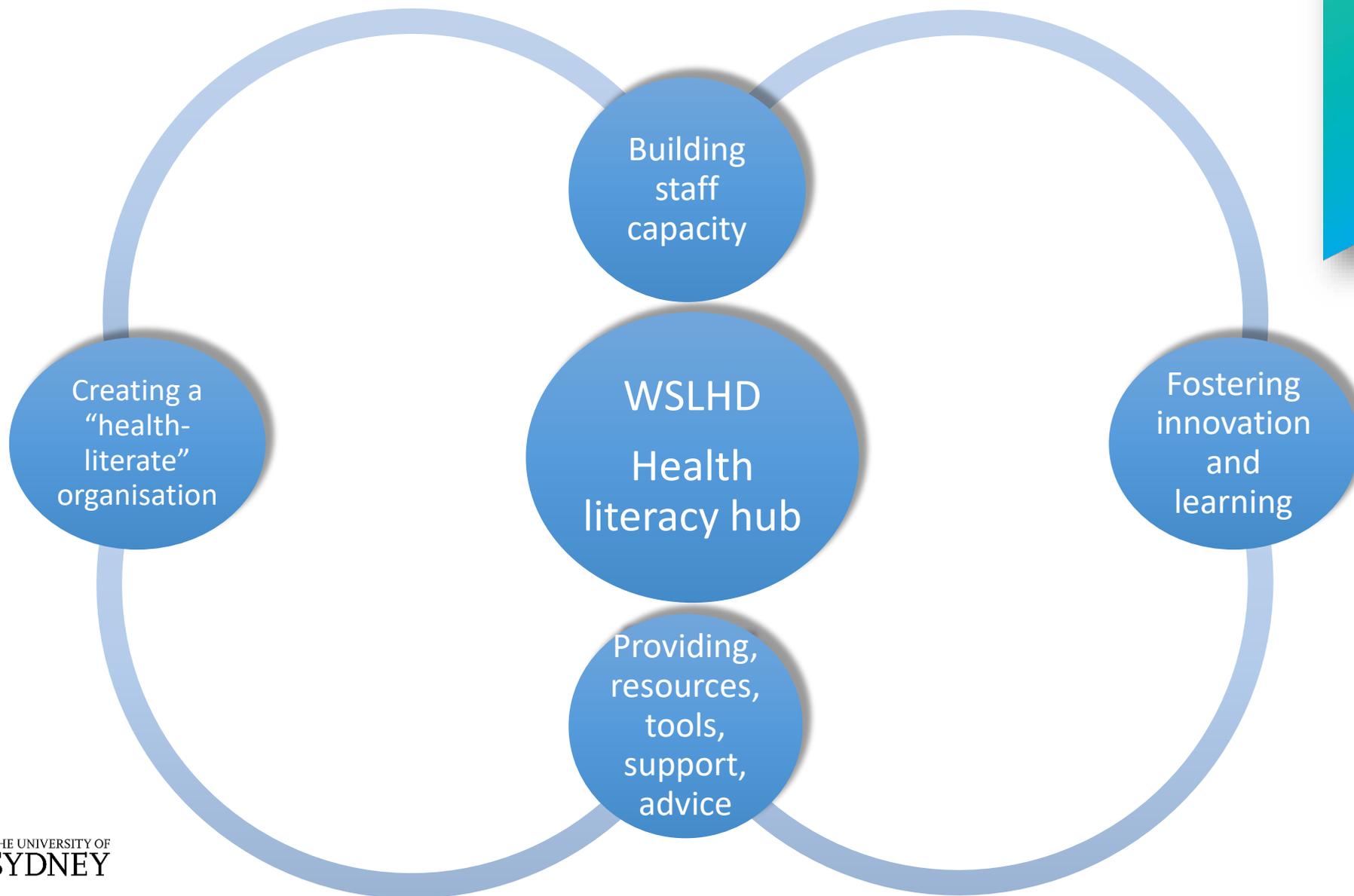
The Western Sydney LHD Health Literacy Hub - Making health choices easy for everyone



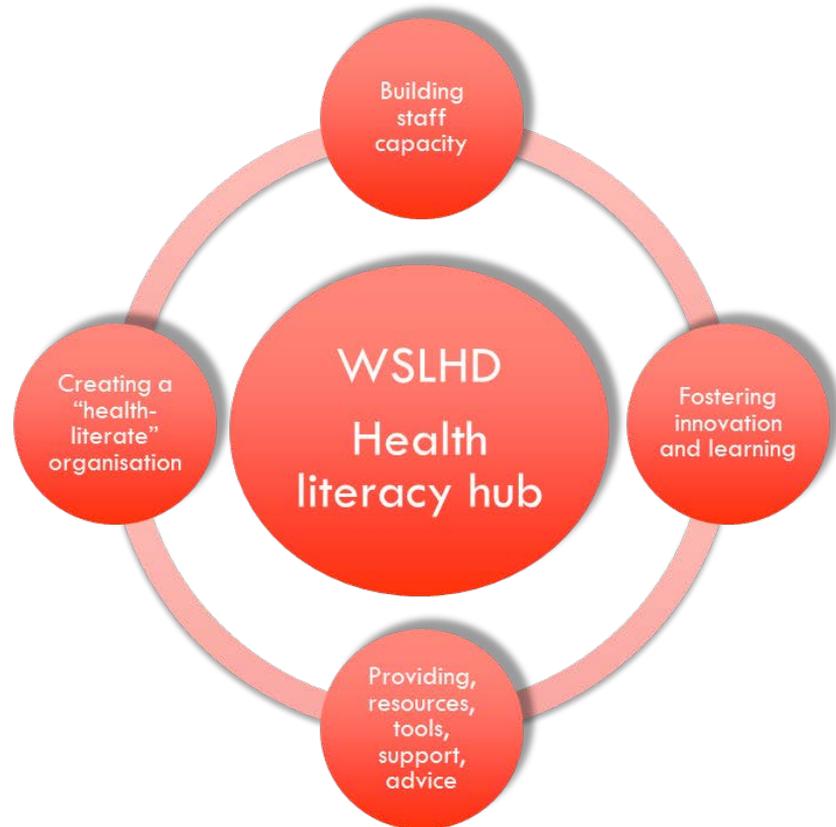
Health
Literacy
Hub

- The hub is a **place to connect people** interested in improving health literacy in Western Sydney – a community connected to best practice locally and the best in the world
- A resource to **support rapid translation** of best practice between and across primary and secondary healthcare settings
- A **source of tools and advice** on how to improve communication with patients, relatives and carers, and members of the community
- A point of connection to the University of Sydney Health Literacy Lab – **developing and testing innovations in health literacy**

How does the Health Literacy Hub work?



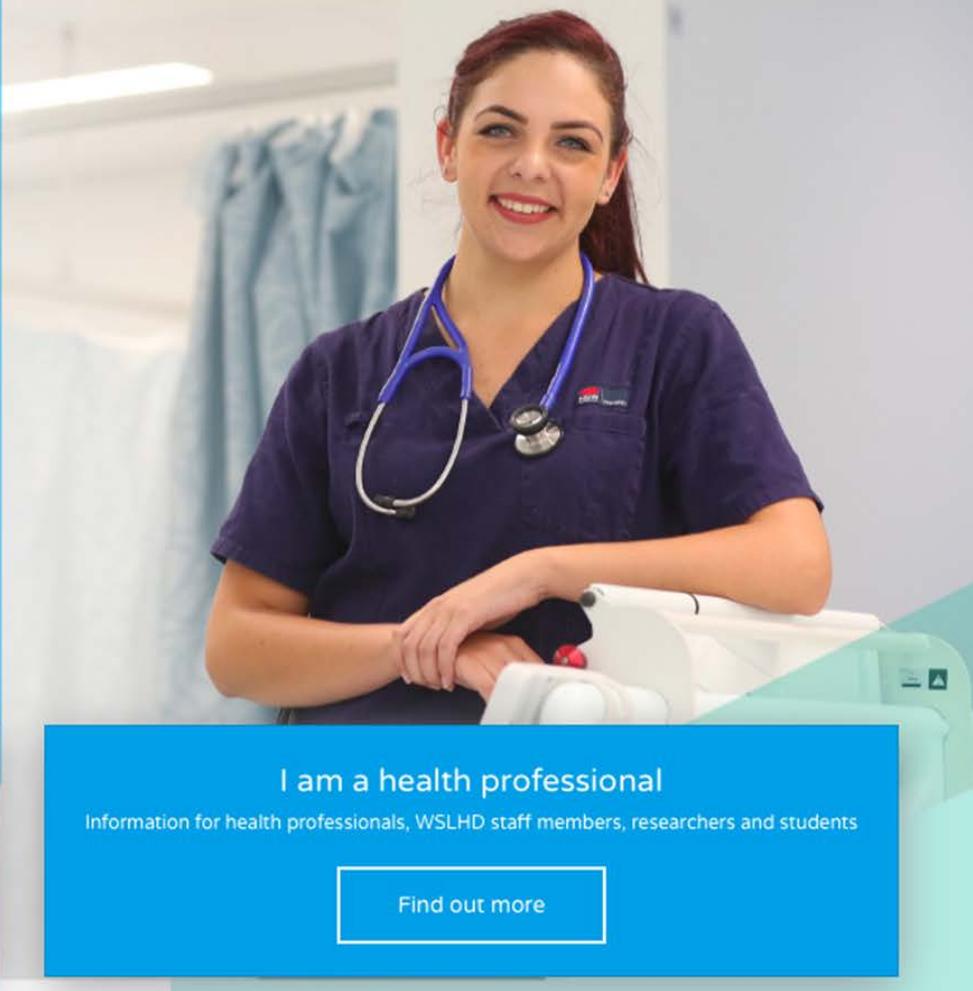
Health Literacy Hub - supporting new ways of working



- Interactive “self-help” web portal
- Moderated “community of practice”
- Staff deployments – building a network of “health literacy ambassadors” – **we are looking for partners**
- Leveraging infrastructure developments to support WSLHD as health literate organisation
- Joint program of innovation, research and development with **University of Sydney Health Literacy Lab.**

Making healthy choices easier for everyone

The Hub hosts the best and most trusted online health literacy resources. Our aim is to make it easier for consumers to find and understand health-related information, to be in a good position to make the best decisions about their health. For health professionals, the Hub provides access to resources on health literacy and practical tools to aid communication with patients and the public.



I am a consumer or community member

Information for patients, carers, families, individuals and communities

Find out more

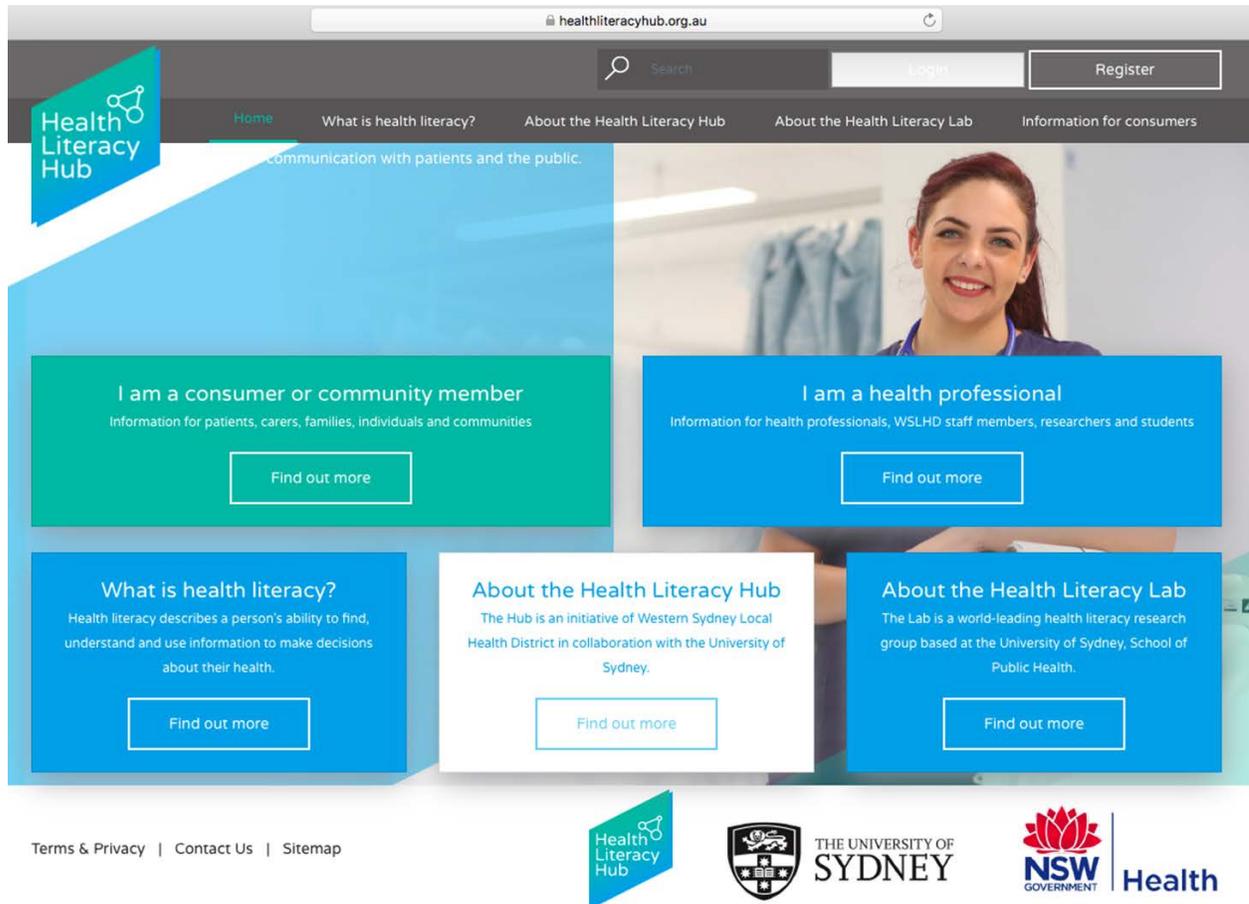
I am a health professional

Information for health professionals, WSLHD staff members, researchers and students

Find out more

healthliteracyhub.org.au

Health
Literacy
Hub



Hub website

Organised on three levels

Level 1 Publically accessible

Level 2 Accessible through registration to health professionals and academic community

Level 3 Patient Communication and Advice Portal (PCAP)
Accessible to WSLHD staff



THE UNIVERSITY OF
SYDNEY



Health

The health literacy hub: early priorities and current work – working through partners



Health
Literacy
Hub

- **Successful transitions through healthcare**

- improving communication, and ensuring optimal patient understanding at entry points (admission and pre-surgery) and discharge from hospital; and on enhanced communication in pharmacy dispensing

- **A healthy start to life**

- optimising the existing communication and educational opportunities in ante-natal care and early childhood services

- **Prevention, early detection and early management of chronic disease**

- supporting the partnership WSLHD/WSPHN priority in Diabetes; working with clinicians to improve patient self-management skills; and to optimise existing community oriented health education programs

- **Health literate hospitals**

- to build health facilities that are sensitive to the variation in health literacy among our diverse populations

The health literacy hub: early priorities and current work

2018 Seminar series

Seminar 1: What is health literacy? Why is it important? What can we do about it?

- Presented by: Professor Don Nutbeam & Dana Mouwad, April 2018

Seminar 2: Developing Easy to Read Written Materials

- Presented by: Professor Parisa Aslani, June 2018

Seminar 3: Measuring health literacy

- Presented by: Dr Danielle Muscat, Ms Julie Ayre & Kim Hobbs, August 2018

Seminar 4: Health literacy and the NSQHCS

- Presented by: Naomi Poole & Luke SLoane, October 2018



The health literacy hub: future work priorities



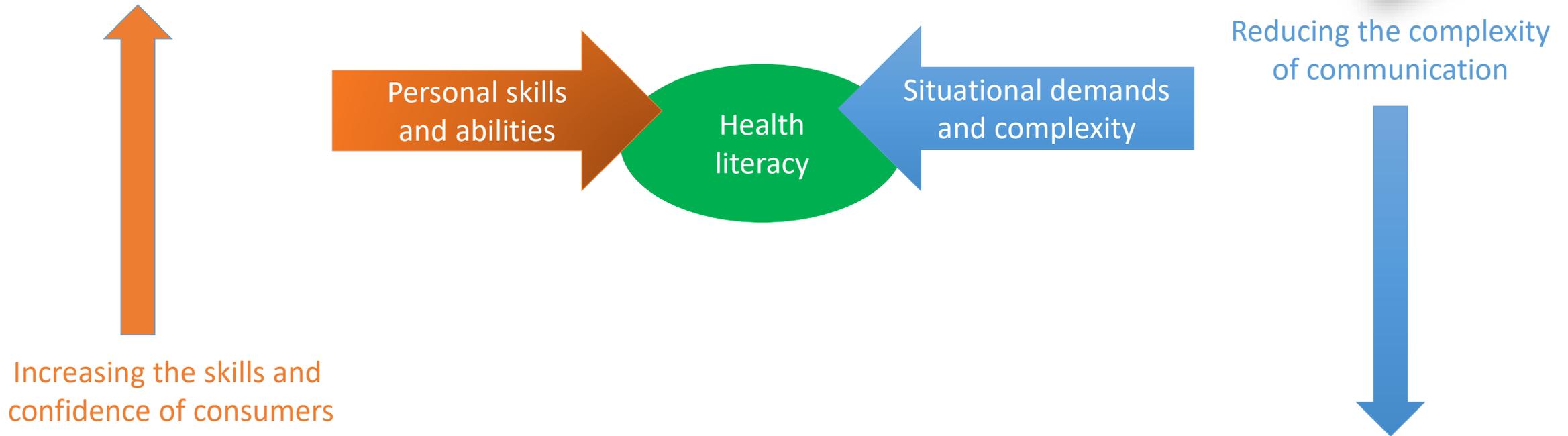
- Develop the utility of the web site
- Build a stable platform to provide continuity of support for Hub
- Continue to engage LHD staff, to support capacity building through community of practice and “hands-on” seminar series
- Maintain and build existing innovation testing in partnership with **Sydney Health Literacy Lab**
- Continue with service redesign projects – older people’s health, surgery, hospital wayfinding
- Consolidate partnerships with ACSQHC, ACI, CEC, and other LHDs – acknowledge excellence, avoid duplication, adopt great ideas

Thanks.....

- To Victoria Nesire, for her sponsorship of the Hub
- To Dana Mouwad and Dani Muscat who do all the work
- To Joel Negin, and Kirsten McCaffery for supporting the links to the Lab
- To Nikki Woloszuk and Comms colleagues
- To all our colleagues in WSLHD who give the time and energy that make things work
- To our colleagues in the Commission(s), Agency and LHDs who have been generous with their experience, ideas and expertise (special mention for Illawarra and Shoalhaven LHD who lead the way)

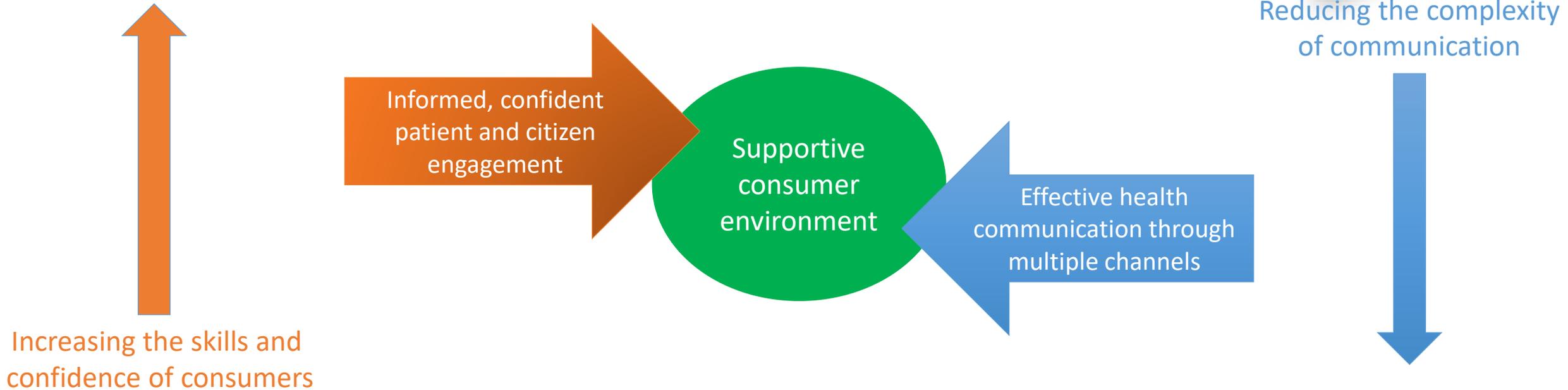
- Special thanks to our partners for this launch event:
NSW Agency for Clinical Innovation,
WentWest Primary Health Network
NSW Clinical Excellence Commission

How do we change things?



How do we change things?

We create a health literate system

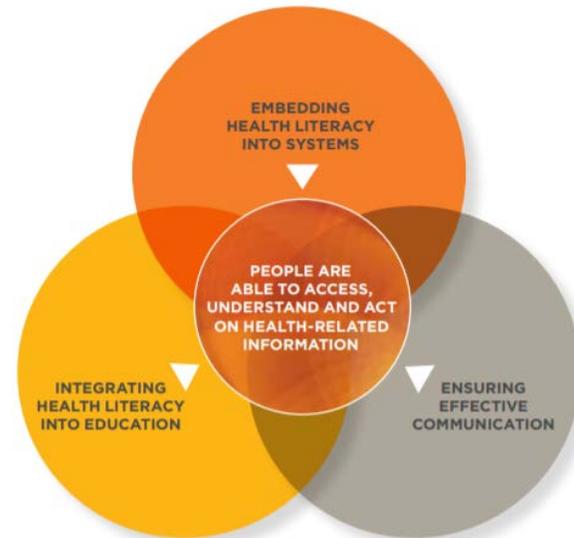


This is what guides the work of the Health Literacy Hub

The story so far – Improving health literacy is a national priority supporting health system safety and quality: National Standards – Partnering with Consumers, and National Statement on Health Literacy



“There is the potential to not only improve the safety and quality of health care, but also to reduce health disparities and increase equity.”



Health literacy for managers

60% PEOPLE **LOW HEALTH LITERACY**

Having low health literacy means consumers don't have the knowledge they need to find, understand and use information about their health and health care. You can help change this.

How can I create a good health literacy environment within my organisation?

BE A LEADER

KEY FOCUS
Make patient-centred care and health literacy a key focus within the strategic framework of your organisation

USE EXAMPLES
Use patient stories to demonstrate how health literacy affects people's health and healthcare

CLEAR COMMUNICATION
Make clear and effective communication a priority across all levels of the organisation

PUT SYSTEMS IN PLACE

EDUCATION & TRAINING
Incorporate health literacy and communication strategies into information, education and training sessions for the workforce

PROCESSES
Develop and implement whole-of-organisation policies which embed health literacy considerations into existing processes

LANGUAGE
Use easy understood language and symbols on information and signage

CONSUMER SUPPORT
Have processes in place to provide support for consumers with additional needs - interpreters, accessible lifts, etc.

PARTNER WITH CONSUMERS

INFORMATION CO-DESIGN
Work with consumers to develop, design and evaluate information materials - brochures, forms, referrals, etc.

SERVICE CO-DESIGN
Work with consumers to plan, design and evaluate services and facilities

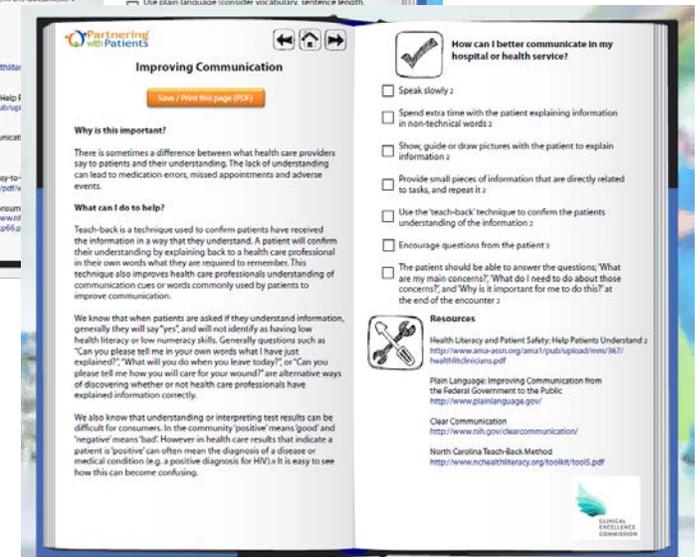
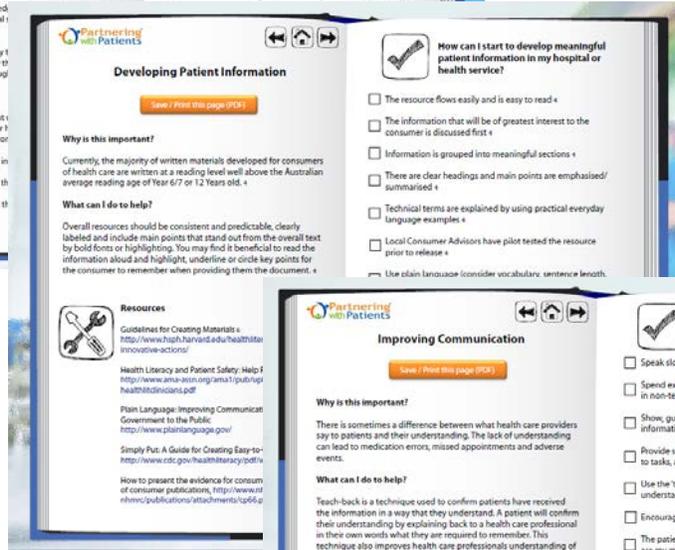
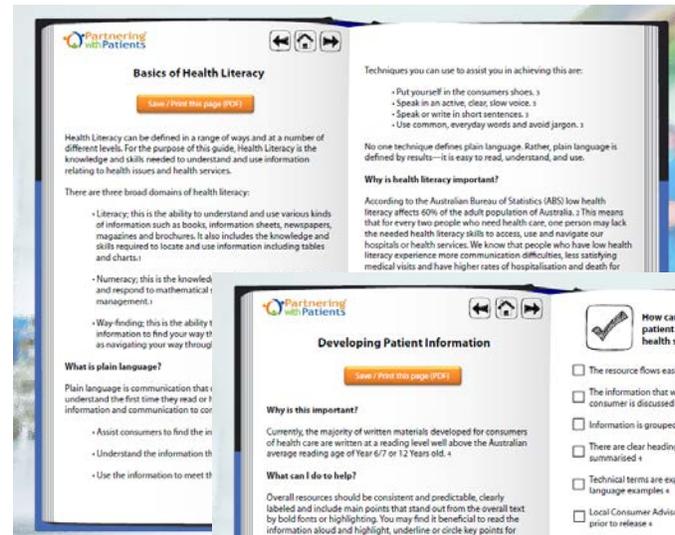
AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

www.safetyandquality.gov.au

National Standards – <http://www.nationalstandards.safetyandquality.gov.au/>

National Statement: <https://www.safetyandquality.gov.au/wp-content/uploads/2014/08/Health-Literacy-Taking-action-to-improve-safety-and-quality.pdf>

Improving health literacy is a NSW State priority – Clinical Excellence Commission



http://www.cec.health.nsw.gov.au/_data/assets/pdf_file/0006/259062/hl-guide-combined.pdf

Improving health literacy is a NSW State priority – Agency for Clinical Innovation

The screenshot shows the Agency for Clinical Innovation website. At the top left are the NSW Government and Agency for Clinical Innovation logos. A search bar is on the right. A navigation menu includes 'About ACI', 'Get Involved', 'Resources', 'Make it Happen', and 'Innovation Exchange'. The main content area is titled 'Patient Experience and Consumer Engagement' and includes a sub-header 'HOW WE WORK WITH CONSUMERS, FAMILIES, CARERS AND STAFF'. A PDF document titled 'Patient Experience and Consumer Engagement: A Framework for Action' is featured, with the tagline 'Understand, Act, Empower' and 'Real Time Feedback'. On the right, there are two sidebars: 'JOIN A NETWORK' with a 'Join a Network' button and 'CLINICAL NETWORKS, TASKFORCES AND INSTITUTES' listing several networks.

NSW GOVERNMENT | AGENCY FOR CLINICAL INNOVATION

Search...

Accessibility Options

Home About ACI Get Involved Resources Make it Happen Innovation Exchange

Get Involved Consumers

Patient Experience and Consumer Engagement

We believe that the best innovation and healthcare improvement can only come from listening to and understanding what people need and want.

Our vision is for consumers and families to be equal partners in health care improvement in NSW.

HOW WE WORK WITH CONSUMERS, FAMILIES, CARERS AND STAFF

Our Patient Experience and Consumer Engagement: A Framework for Action outlines how we work with consumers, families, carers and staff to make healthcare better in NSW.

You can use this Framework to plan engagement activities when designing, implementing or evaluating improvements, activities, products and services.

Patient Experience and Consumer Engagement: A Framework for Action
Understand, Act, Empower
PDF Document 494Kb
[Real Time Feedback](#)

WHAT IS EXPERIENCE-BASED CO-DESIGN?

JOIN A NETWORK

Our Clinical Networks, Taskforces and Institutes are open to clinicians, consumers and managers with experience, interest and passion in improving healthcare.

[Join a Network](#)

[Network executive and working group membership](#)

CLINICAL NETWORKS, TASKFORCES AND INSTITUTES

- [Aboriginal Chronic Conditions Network](#)
- [Acute Care Taskforce](#)
- [Aged Health Network](#)
- [Anaesthesia Perioperative Care Network](#)
- [Blood and Marrow Transplant Network](#)

How to put policy into practice?

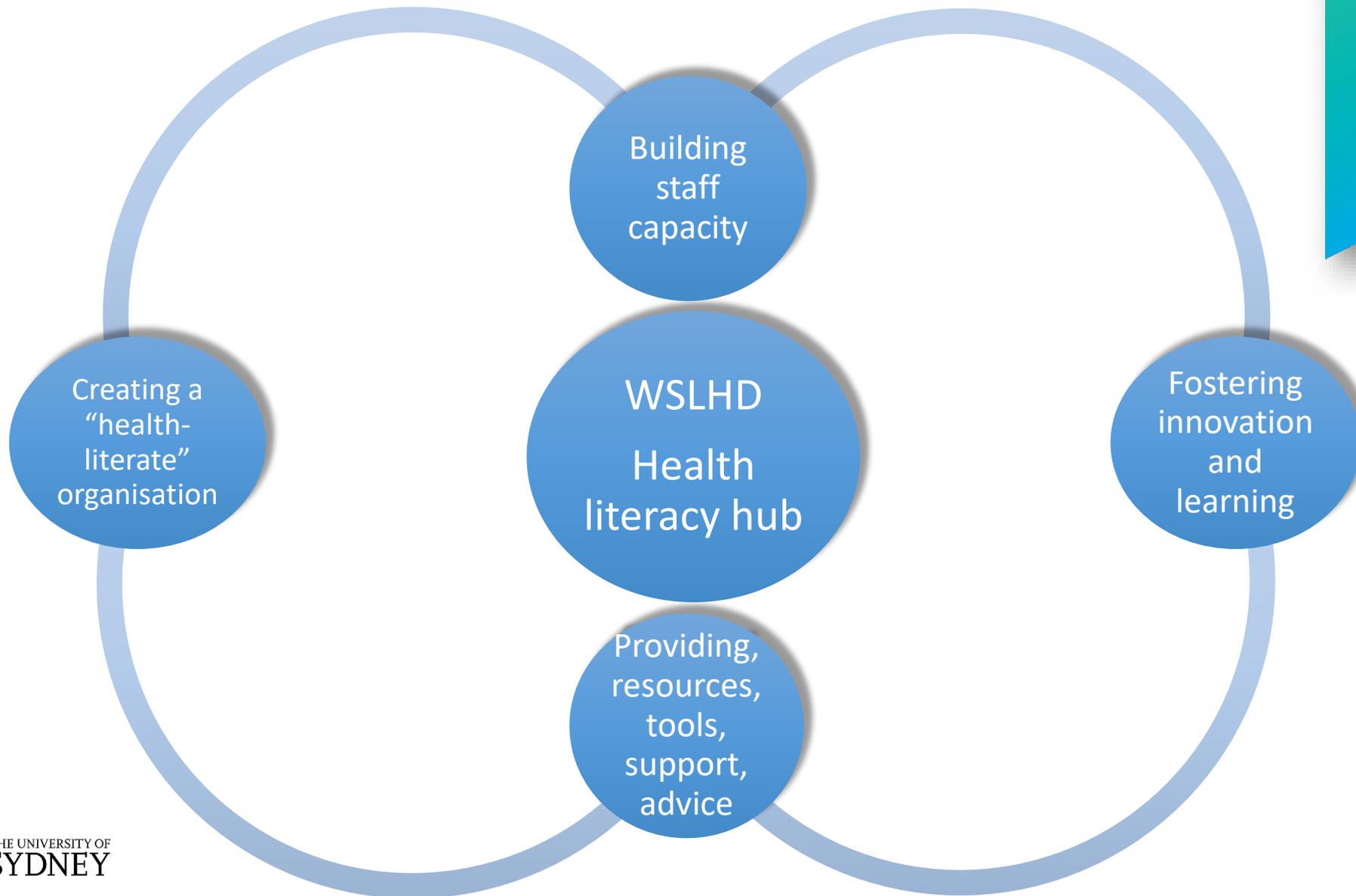
The Western Sydney LHD Health Literacy Hub - Making health choices easy for everyone



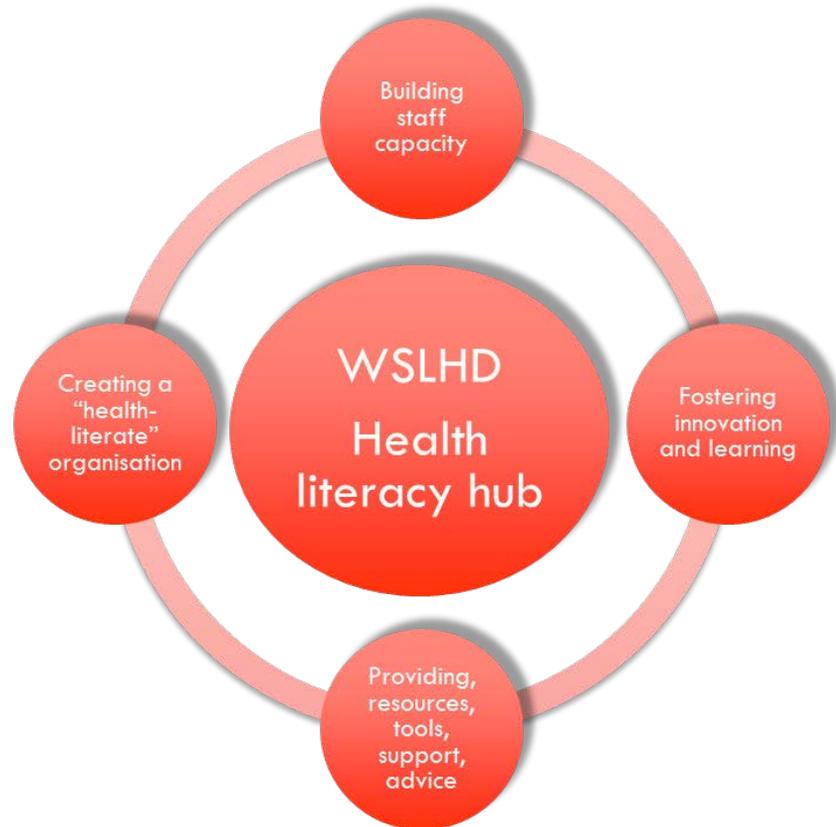
Health
Literacy
Hub

- The hub is a **place to connect people** interested in improving health literacy in Western Sydney – a community connected to best practice locally and the best in the world
- A resource to **support rapid translation** of best practice between and across primary and secondary healthcare settings
- A **source of tools and advice** on how to improve communication with patients, relatives and carers, and members of the community
- A point of connection to the University of Sydney Health Literacy Lab – **developing and testing innovations in health literacy**

How does the Health Literacy Hub work?



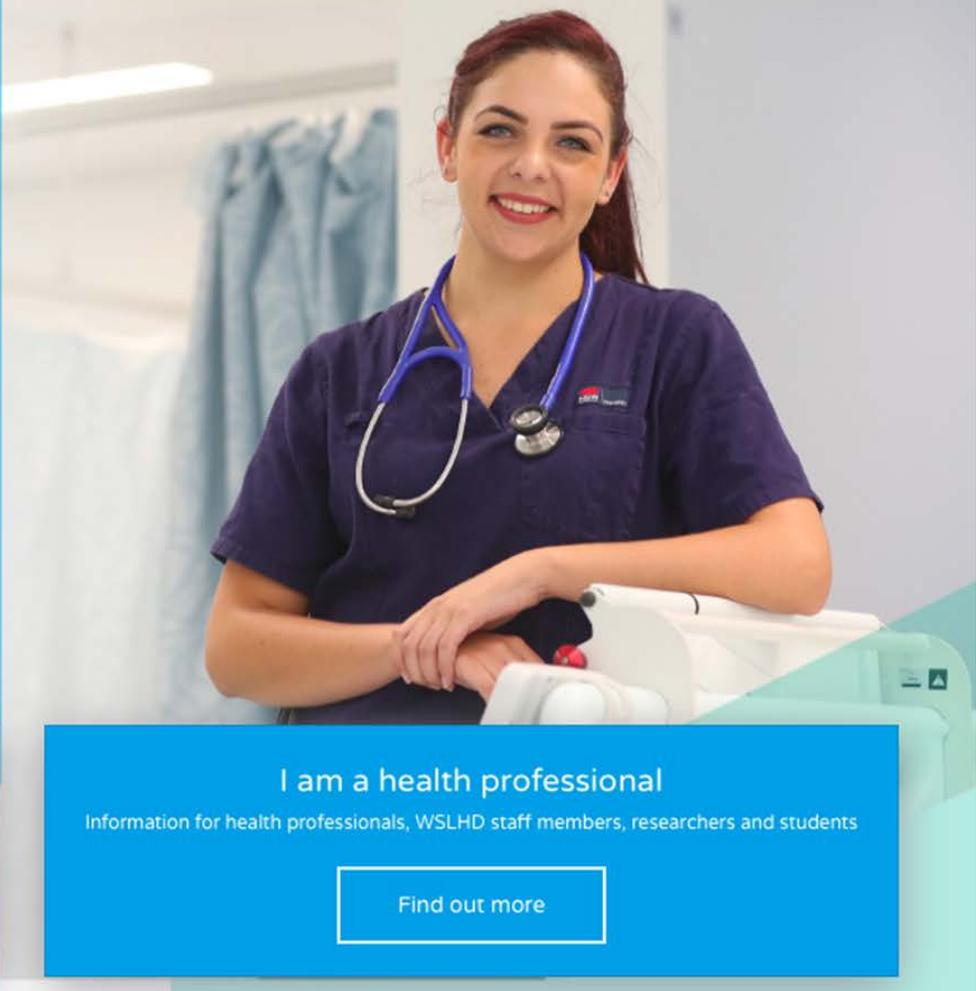
Health Literacy Hub - supporting new ways of working



- Interactive “self-help” web portal
- Moderated “community of practice”
- Staff deployments – building a network of “health literacy ambassadors” – **we are looking for partners**
- Leveraging infrastructure developments to support WSLHD as health literate organisation
- Joint program of innovation, research and development with **University of Sydney Health Literacy Lab.**

Making healthy choices easier for everyone

The Hub hosts the best and most trusted online health literacy resources. Our aim is to make it easier for consumers to find and understand health-related information, to be in a good position to make the best decisions about their health. For health professionals, the Hub provides access to resources on health literacy and practical tools to aid communication with patients and the public.



I am a consumer or community member

Information for patients, carers, families, individuals and communities

Find out more

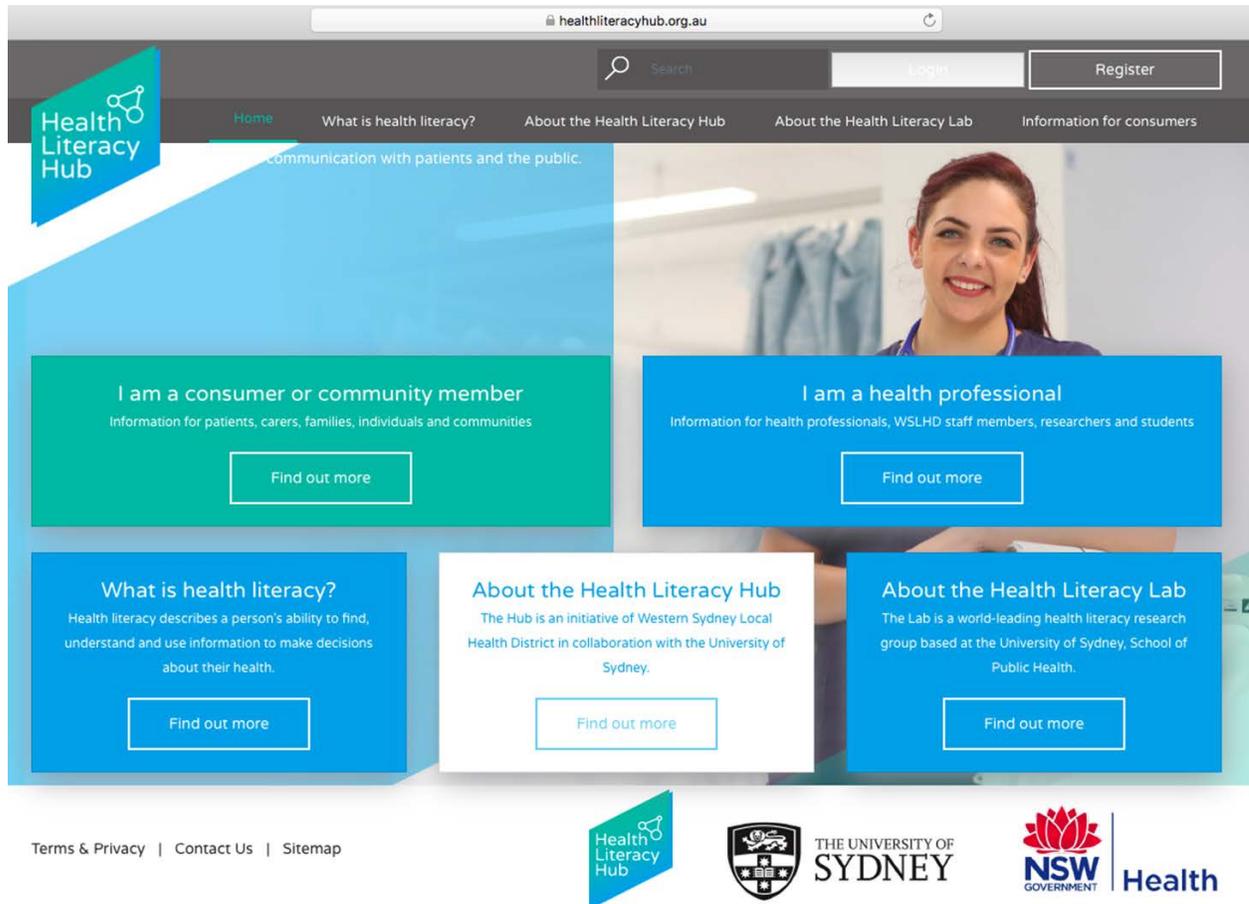
I am a health professional

Information for health professionals, WSLHD staff members, researchers and students

Find out more

healthliteracyhub.org.au

Health
Literacy
Hub



Hub website

Organised on three levels

Level 1 Publically accessible

Level 2 Accessible through registration to health professionals and academic community

Level 3 Patient Communication and Advice Portal (PCAP)
Accessible to WSLHD staff



THE UNIVERSITY OF
SYDNEY



Health

The health literacy hub: early priorities and current work – working through partners



Health
Literacy
Hub

- **Successful transitions through healthcare**

- improving communication, and ensuring optimal patient understanding at entry points (admission and pre-surgery) and discharge from hospital; and on enhanced communication in pharmacy dispensing

- **A healthy start to life**

- optimising the existing communication and educational opportunities in ante-natal care and early childhood services

- **Prevention, early detection and early management of chronic disease**

- supporting the partnership WSLHD/WSPHN priority in Diabetes; working with clinicians to improve patient self-management skills; and to optimise existing community oriented health education programs

- **Health literate hospitals**

- to build health facilities that are sensitive to the variation in health literacy among our diverse populations

The health literacy hub: early priorities and current work

2018 Seminar series

Seminar 1: What is health literacy? Why is it important? What can we do about it?

- Presented by: Professor Don Nutbeam & Dana Mouwad, April 2018

Seminar 2: Developing Easy to Read Written Materials

- Presented by: Professor Parisa Aslani, June 2018

Seminar 3: Measuring health literacy

- Presented by: Dr Danielle Muscat, Ms Julie Ayre & Kim Hobbs, August 2018

Seminar 4: Health literacy and the NSQHCS

- Presented by: Naomi Poole & Luke SLoane, October 2018



The health literacy hub: future work priorities



- Develop the utility of the web site
- Build a stable platform to provide continuity of support for Hub
- Continue to engage LHD staff, to support capacity building through community of practice and “hands-on” seminar series
- Maintain and build existing innovation testing in partnership with **Sydney Health Literacy Lab**
- Continue with service redesign projects – older people’s health, surgery, hospital wayfinding
- Consolidate partnerships with ACSQHC, ACI, CEC, and other LHDs – acknowledge excellence, avoid duplication, adopt great ideas

Thanks.....

- To Victoria Nesire, for her sponsorship of the Hub
- To Dana Mouwad and Dani Muscat who do all the work
- To Joel Negin, and Kirsten McCaffery for supporting the links to the Lab
- To Nikki Woloszuk and Comms colleagues
- To all our colleagues in WSLHD who give the time and energy that make things work
- To our colleagues in the Commission(s), Agency and LHDs who have been generous with their experience, ideas and expertise (special mention for Illawarra and Shoalhaven LHD who lead the way)

- Special thanks to our partners for this launch event:
 - NSW Agency for Clinical Innovation,**
 - WentWest Primary Health Network**
 - NSW Clinical Excellence Commission**