

Becoming a health literate organisation in New Zealand

- a guide to reviewing your organisation

Developing the Guide

Some of the documents that informed the Guide



The Ten Attributes of Health Literate Health Care Organizations directly informed the development of the key framework for reviews, **Six Dimensions of a Health Literate Organisation**.

The Guide is designed to identify what your organisation is doing well and areas for improvement.

The Guide can be used in a number of ways to review

- whole organisation
- service
- strategy
- documents
- problem or issue.



The Guide can be used by an internal team, or by external consultants to carry out an independent review.

Trialling the Guide

The Guide was trialled with

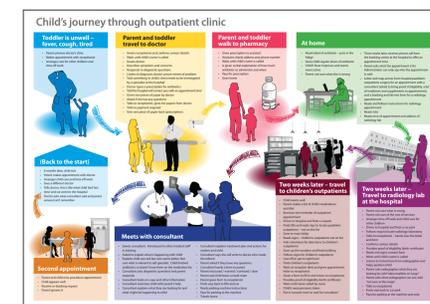


The purpose of the trial was to

- check the Guide was fit for purpose in a range of different contexts - children's outpatient services, oral health, type 2 diabetes in primary care
- get organisations to see the complexities experienced by patients and families by developing patient journeys
- expand understanding of why there might be a service issue or delivery problem
- point to possible solutions to make a difference.

The Guide is supported by

- a website
- videos
- templates
- patient journeys



Using the Guide

- What is health literacy?
- Health literacy demands
- What is a health-literate organisation?
- The health literacy review framework: the Six Dimensions
- What is a health literacy review?
- A health literacy statement
- Establish a review team and confirm leadership support
- Identify a focus for the review
- Build an understanding of health literacy amongst the review team
- Work through ethics, confidentiality and conflicts of interest
- Publicise the review with staff and other stakeholders
- Develop a project plan and communication plan
- Identify the patient journey for the service being reviewed
- Prepare for document collection, interviews and observations

Section 1: An introduction to health literacy

Section 2: Preparing for a health literacy review

Section 4: Creating a Health Literacy Action Plan

Section 3: Carrying out the review

- Developing the Health Literacy Action Plan
- Launching the Health Literacy Action Plan
- The critical role of leaders
- Stakeholders
- Change management
- Tips for success
- Interview leaders and service teams
- Interview consumers and families
- Observe clinical interactions
- Observe the environment and processes
- Collect organisational and patient-facing documents
- Analyse the data collected
- Prepare a draft review report
- Seek feedback from stakeholders
- Finalise the review report



The Guide was internationally reviewed by Dr Rima Rudd, Senior Lecturer, School of Public Health, Harvard.

With additional input from Cindy Brach, MPP, Senior Health Policy Researcher, Agency for Healthcare Research and Quality and Dr Darren De Walt, MD, Associate Professor, School of Medicine, University of North Carolina at Chapel Hill.

healthliteracynz

Susan Reid sreid@healthliteracy.co.nz

Carla White cwhite@healthliteracy.co.nz

<http://www.health.govt.nz/publication/health-literacy-review-guide>