

Health Literacy: What are the attributes of a good health-literate setting

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Definitions of Health Literacy

- * The cognitive and social skills which determine the motivation and ability of individuals to gain access to, understand and use information in ways that promote and maintain good health (WHO 1998)
- * Health literacy is viewed as a means to enabling individuals to exert greater control over their health and the range of social and environmental determinants of health (Nutbeam 2008)

Health-literate settings in Health Promotion

- * Health is created and lived by people within the settings of their everyday life; where they learn, work, play and love. (Ottawa Charter for Health Promotion)
- * “health promotion can be viewed as an intervention in social and organizational systems to improve health [whereby] health... becomes an integrative goal of the organization regardless of whether that organization is a workplace, school or business”(Dooris and Hunter 2007)
- * Health literacy is a key concept in health promotion
- * Health-literate settings infuse awareness of and action to strengthen health literacy throughout the policies, procedures and practices of the settings. (WHO 2013)

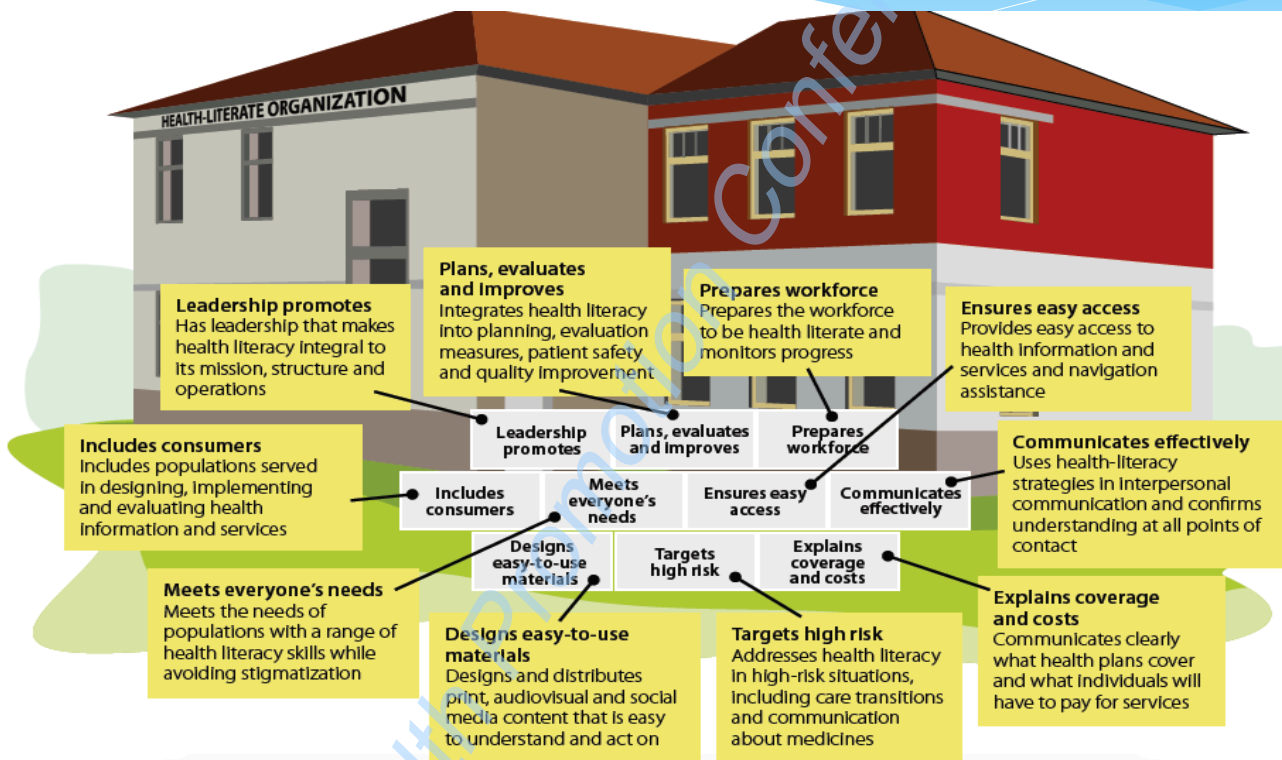
A Health Literacy Framework

Fig. 1. Interactive health literacy framework



Source: Parker R. 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.

Attributes of a health-literate organisation



Attributes of a health literate organization. Washington, DC, Institute of Medicine, 2012 (http://www.iom.edu/~media/Files/Perspectives-Files/2012/Discussion-Papers/BPH_HLit_Attributes.pdf, accessed 15 May 2013).

Activity: What are the attributes of a good health-literate setting?

- * The School / College
- * The Hospital / healthcare centre
- * The Workplace
- * The Community

10 Attributes of a health care setting

1. Has leadership that makes health literacy integral to its mission, structure, and operations.
2. Integrates health literacy into planning, evaluation measures, patient safety, and quality improvement.
3. Prepares the workforce to be health literate and monitors progress.
4. Includes populations served in the design, implementation, and evaluation of health information and services.
5. Meets the needs of populations with a range of health literacy skills while avoiding stigmatization.

Attributes of a HL healthcare setting cont.

6. Uses health literacy strategies in interpersonal communications and confirms understanding at all points of contact.
7. Provides easy access to health information and services and navigation assistance.
8. Designs and distributes print, audiovisual, and social media content that is easy to understand and act on.
9. Addresses health literacy in high-risk situations, including care transitions and communications about medicines.
10. Communicates clearly what health plans cover and what individuals will have to pay for services.

Brach, C., et al., (2012). *Ten attributes of health literate health care organizations*. Institute of Medicine of the National Academies.

Case study

- * John is an 23 year old refugee. He has had 2 years full time education since he came to Ireland 4 years ago. John has enrolled in an IT course in college and is in his first semester. He has feelings of sadness and isolation. What are the health literate factors in this new environment that will help him access help? Are there any barriers?

References

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- * Scriven, A., & Hodgins, M. (Eds.). (2011). *Health promotion settings: principles and practice*. Sage.
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