Workbase
Leading health literacy

Health literate organisations & Long Term Conditions

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Evolution of health literacy

Patients

Late 1970s

Health professionals

1995

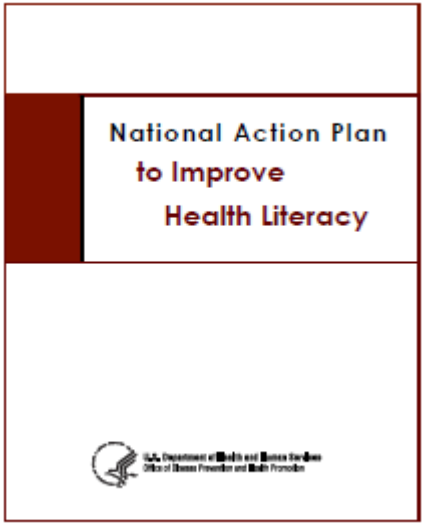
System (providers and policy)

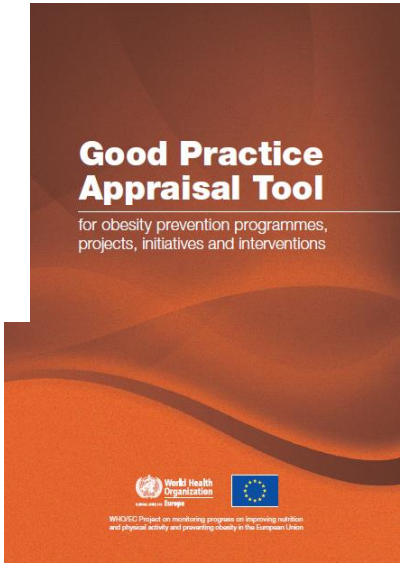
2004

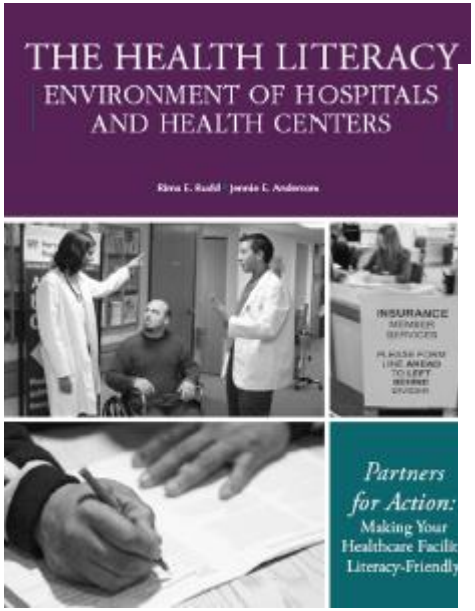
What is a health literate health care organisation (HLO)?

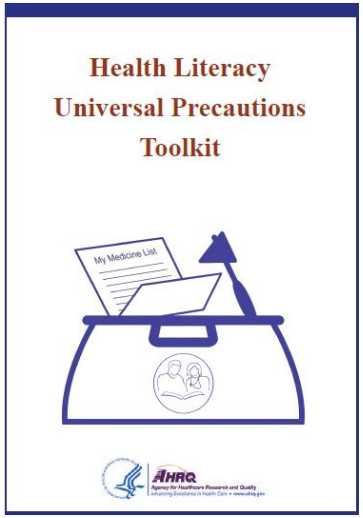
- Project to develop a review tool/guide for a HLO
- Working with CM Health, C&C DHB, Northland DHB

Literature









cahps® Surveys and Tools to Advance Patient-Centered Care

Six dimensions of a HLO in NZ

HL and LTC: Gout example

1. Leadership and management: clinical messaging
2. Consumer involvement: research
3. Workforce: research primary/secondary beliefs
4. Meet population needs: how to reach the workforce
5. Access and navigation: pain mgmt through pharmacist
6. Communication: patient education has prevention emphasis, review of resources

Challenges for HLO

- Making it about the organisation, system, service – avoiding blaming the patient
- Time & co-ordination
- Seeing the system and service with new eyes

Review of project

- Peer review: Dr Rima Rudd; Cindy Brach;
- DHBs in project
- Ministry of Health
- Wider DHB forum

Challenges for project (review guide)

- Health literacy is an emerging concept (NZ)
- Detail needed – detail overwhelming
- Complexity of services, system and structure in large health organisations
- System and service-level focus
- Resources and time required

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