

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 easily 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