

# ISLHD Health Literacy Framework 2012 - 2015

## A Plan for Becoming a Health Literate Organisation

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# Key Principles of the ISLHD Health Literacy Framework

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1. Embed health literacy into high-level systems and organisational policies and practices.
2. Integrate health literacy into our planning and evaluation for clinical and quality improvement.
3. Have plain English health information that is easy to read, understand and use.
4. Partner with consumers in the evaluation of health information and access and navigation of services.
5. Have effective and evidence based health literacy strategies in interpersonal communication.



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# Accreditation and National Standards

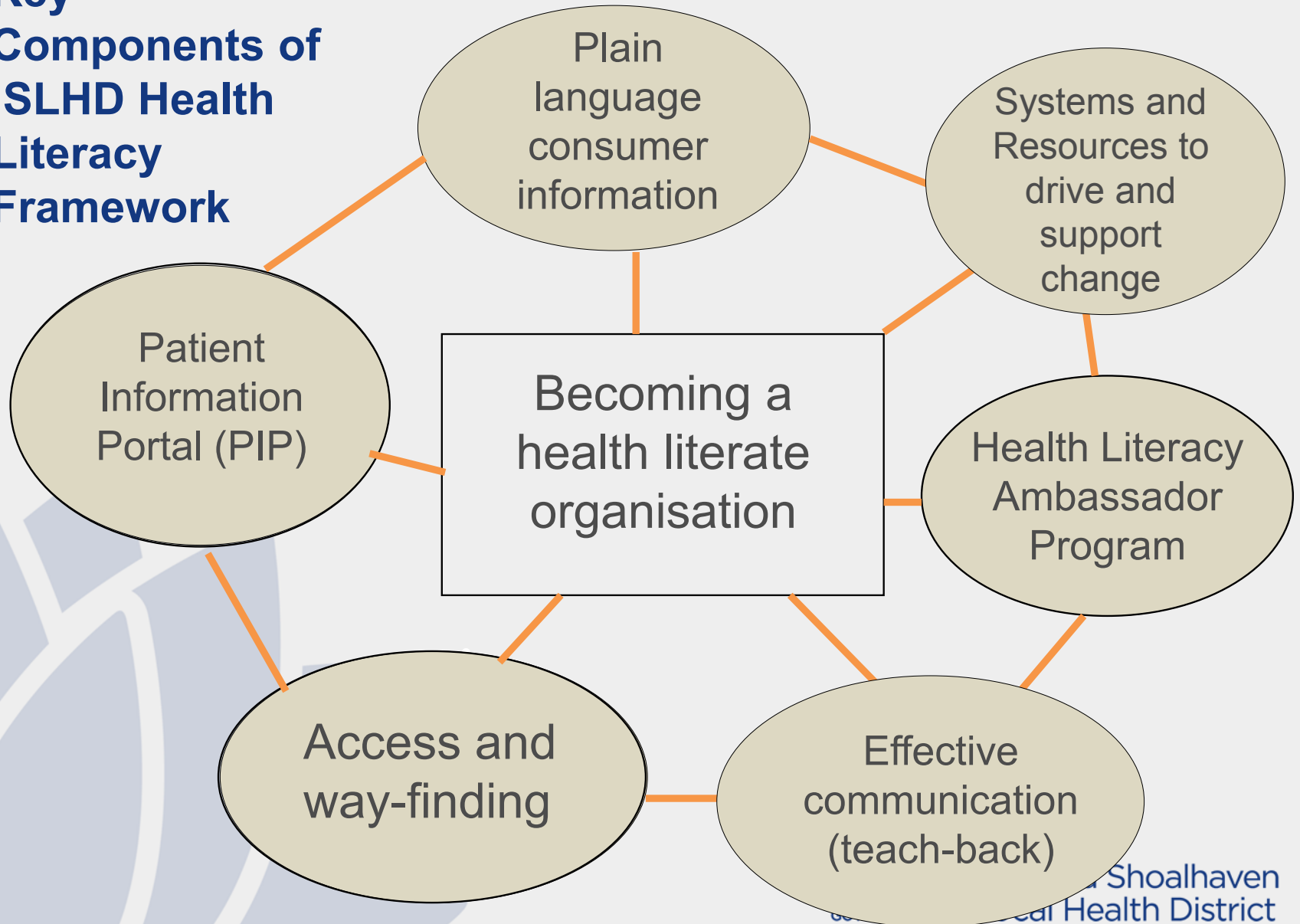
The ISLHD Health Literacy Framework provides a model that

- Enables our health service to be responsive to patient, carer and consumer needs by specifically meeting Standard 2. 4 *Consulting consumers on patient information distributed by the organisation*
- Meets actions relevant for health service organisations as outlined in the ACSQHC Health Literacy National Statement
- Supports accreditation requirements for the organisation in relation to quality and safe health care that is consumer focused



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# Key Components of ISLHD Health Literacy Framework



# Key Outcomes

- Governance system for the plain English consumer information - ISLHD Procedure OPS 61 *Development and Publishing of Plain English Consumer Information*
- ISLHD Patient Information Portal (PIP) went live November 2013



- Toolkit - writing guides, testing tools and templates
- Over 4,800 visits to the PIP site, and over 221,000 pages viewed since November 2013
- We have engaged over 900 consumers in the testing of health information



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This is a site for you to find ISLHD plain English and translated consumer information as well as the tools needed to develop plain English consumer resources at your site or service. There are also links to many external consumer information resources used by our staff.

## Search Consumer Information Resources

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

### Tool Kit - developing consumer resources

- Register your resource
- Guides and Testing Tools
- Templates
- Multilingual Resources
- Consumer Feedback Tools
- Plain English Guidelines



### Procedure - consumer resources

- ISLHD Procedure
- Step by Step Flowchart
- Framework
- Preparing for Accreditation - Standard 2



### Health Literacy

- What is health literacy?
- What is a health literate organisation?
- Health literacy in the ISLHD
- What is 'teach-back'?
- AccessABILITY program



### Health Literacy Ambassador Program

- About the Program
- Listing of ISLHD Health Literacy Ambassadors
- Resources for Health Literacy Ambassadors
- Health Literacy Ambassador Training



# Key Outcomes

- Provision of Health Literacy Ambassador training and resources
- Over 70 HLAs recruited
- Health literacy information is provided to all new staff at general orientation
- Health literacy CPI project commenced to reduce cancellation and poor attendance rates



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# Key Outcomes

- Partnership with consumers and consumer advocacy groups to conduct ACCESSAbility Way-Finding Audits at our sites
- Audio-visual teach-back training resources developed and available on the Patient Information Portal (PiP)

## Shellharbour Hospital access prioritised

By LISA WACHSMUTH Feb. 21, 2014, 10 p.m.



ISLHD diversity health co-ordinator Florina Mastroianni, Spinal Cord Injuries Australia representative Alex Traill and Shellharbour Hospital deputy director of nursing Michelle Murphy. Picture: CHRISTOPHER CHAN



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# How will we know we are achieving our goals?

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## ➤ Number of

- Staff using PiP
- Resources in plain English / language
- Consumers consulted
- *ACCESSAbility* Audits & site improvements
- HLAs recruited and trained
- Consumer information inventories completed

# How will we know we are achieving our goals?

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- Six month reviews of HLA and PiP program
- Annual audit of completed consumer resources to measure compliance with Procedure (including consumer feedback)
- Health literacy methodology integrated into all District clinical practice improvement projects

# Collaboration to promote health literacy

- CEC and ACSQHC support for the launch of PIP in November 2013 – including key note addresses on health literacy
- The NSW Clinical Excellence Commission (CEC) is promoting the ISLHD's Health Literacy Framework and some of its key components on the CEC website as an exemplar for other LHDs



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### **An example of one Local Health District's journey**

Illawarra Shoalhaven Local Health District (ISLHD) has undertaken a journey to partner with staff and consumers to improve health literacy in their facilities. They have developed local resources to help staff to develop consumer friendly information that meets the principles of good health literacy.

The CEC is delighted to showcase the leadership of ISLHD in the area of Health Literacy. The district is willing to share their resources and we encourage all health services to look at the ISLHD Health Literacy Framework and consider implementing similar processes with a strategic, district-wide approach.

- Health Literacy Framework - [PDF ~457kb](#)
- Development, Approval and Publishing of Consumer Information Resources - (Policy) - [PDF ~506kb](#)
- Presentation - The Journey to Becoming A Health Literate Organisation - [PDF ~1.5Mb](#)
- Presentation - What is Health Literacy - [PDF ~1.4Mb](#)

To provide a consistent approach, a local intranet site hosts frameworks for developing consumer information in plain English and a toolkit is available, which supports implementation. The district has endorsed the system and approved an internal policy.

- Step by Step Writing Guide for Developing Plain English Patient Information - [PDF ~159kb](#)
- Printing Guide - [PDF ~191kb](#)

A local register has been developed to capture all consumer information provided by the district and to ensure all documents are reviewed using a consistent process.

- Consumer Feedback Tool - [PDF ~54kb](#)
- Consumer Feedback Inventory - [PDF ~111kb](#)
- Consumer Feedback Log - [PDF ~64kb](#)

The final step in the process was for ISLHD to establish a Health Literacy Ambassador Program within the district. The role of a Health Literacy Ambassador is to facilitate and support the staff in their local development of information brochures.

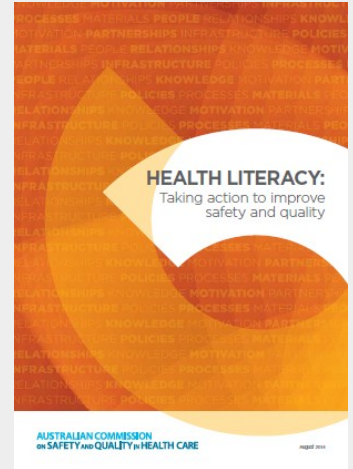
- Health Literacy Ambassador Program Fact Sheet - [PDF ~148kb](#)

# Collaboration to promote health literacy

- The Australian Commission for Safety & Quality in Healthcare (ACSQHC) has included the ISLHD Health Literacy Framework as an example of a coordinated approach to addressing health literacy in ACSQHC Health Literacy Background Paper, 2014.
- National Health Round Table Innovation Workshop and Awards, Nov 2014

*Innovation Award for Improving Self Care  
and*

*Innovation Award for Partnering with Consumers to  
improve patient care*



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Health Roundtable @HealthRTTable · Nov 12

Winner of #hrt1420 session 1a Fiorina Mastroianni from Illawarra Shoalhaven LHD NSW



Health Roundtable @HealthRTTable · 22h

Winner of #hrt1420 session 1d is Lucy Vellar from Illawarra Shoalhaven LHD



# Packaging PIP

## Health Literacy Ambassador Program



Working together to create plain English information for our consumers



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## ISLHD Health Literacy Framework



A coordinated approach to becoming a health literate organisation



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## ISLHD Patient Information Portal



ISLHD Patient Information Portal

Plain English information for our consumers that is easy to read, understand and use



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## ACCESSAbility:

the Illawarra Shoalhaven Local Health District's Hospital Way-finding Program



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**For more information email:**

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