

### Health Literacy Forum - Follow Up Activity - Agency/Organisation Audit - June 2011

Questions	What is your agency doing to assess and address health literacy needs?	What organisational changes – if any - will be necessary to achieve and maintain best practice in health literacy in your agency?	If your agency has a health literacy policy, would you be willing to share it with other agencies?	If your agency is planning to develop a health literacy policy, what would you include?	How will you ensure a sustainable approach to health literacy in your agency?	How do you ensure that health education information you provide e.g. public literature, group education, one-to-one consultations, address health literacy guidelines ?
<b>Current Activity</b>						
<b>Agency</b>						
<b>Doutta Galla Community Health</b>	*Research attending Literacy (HL) Training *Staff					
<b>Deakin University</b>	*Research team * Research projects	*Continue research education & training of multi-disciplinary health professionals *Include HL in *Publications *Conference/seminar presentations			Incorporated into education training of multi disciplinary HL research forums with health professionals	Evidence based approach
<b>Sunbury Community Health Centre</b>	*Reading literature other CH centre strategies *Listening to	*Need to firstly engage all stall from all areas		*Looking for examples of existing policies		1. We have a checklist for all new materials being developed 2. Diabetes education - have small group sessions regarding what Diabetes is, etc
<b>Wellington Primary Care Partnership</b>	*Participation in HL workshop by 3 staff members *Participation in 'Make Written information accessible' workshop by 2 staff members					
<b>City of Boroondara: Health Ageing and Disability Services</b>	*Some staff trained in 'Easy English' *Any new document sent out from council is now in Easy English *Staff advised of the high numbers of clients not able to understand health instructions	Ensure HL is part of everyday practice (monitor)		*List of all publications sent to residents *Nominate reading literacy level standards	*Policy training re Easy English *Regular Orientation manual *Inclusion in *Ensure all clients have access to interpreter services (regular training)	*Find the literacy guidelines and make accessible to staff *Use the guidelines to inform departmental policy *Ensure regular training includes principles from guidelines
<b>Whitehorse CHS</b>	* Consumer participation group reviewing and assessing client brochures. *Focus groups re the above about program delivery. *Use of a validated HL assessment tool for Heart Failure groups participants.	*Changes to Health access team client assessment & information delivery using an HL lens perhaps the 'teach back' method. *Change in document content & format being sent out/passed on.	If we had a HL policy would be happy to share it.	*Engage & upskill staff to understand the significance of how low HL levels impact on health outcomes. *Respect and validate people's knowledge & experience	*Use of volunteer role models	*Use of evaluation tools that evaluate knowledge learned at some programs *Being adaptive *Offering our 'choices' package of education programs *Offering a variety of presentation formats for education program delivery *Use of interpreters *Use of focus groups to view brochures/literature before it is passed onto clients to ensure appropriate HL level.
<b>ISIS Primary Care</b>	Health Literacy project which sits in our Integrated Health Promotion Plan					We currently have a design guide to assist staff to develop clear flyers, brochures, client information and powerpoint presentations in plain English as pictorial as possible etc.
<b>Inner East Community Health Service</b>	• We have begun to review our intake forms/letters so they are at a lower literacy level (grade 5). We are aware of the 40 point checklist. • 3 IECHS staff attended the Health Literacy forum	• Awareness has been raised at Allied health meeting by management that this is an issue which will require further work as an organisation.				

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<b>Dental Health Services Victoria</b>	<ul style="list-style-type: none"> <li>DHSV is in the process of establishing a multidisciplinary Oral Health Literacy Partnership Group that will guide and support efforts to improve oral health literacy within public oral health services.</li> <li>Examples of current initiatives include: <ul style="list-style-type: none"> <li>Provision of oral health information and resources state wide.</li> <li>Aboriginal Liaison Officer employed to support system navigation at Royal Dental Hospital Melbourne.</li> <li>Workforce development opportunities to improve oral health literacy of health professionals such as: <ul style="list-style-type: none"> <li>Prevention: Patient Centred Care including motivational interviews' (staff of public dental services).</li> <li>Partnership with DEECD - "Teeth Manual" resource to support 'Lift the Lip' screening within Maternal and Child Health Services.</li> <li>Partnership with Mayfield Education to incorporate oral health component into training for diabetes educators.</li> <li>Students of Certificate IV in Dental Assisting (Oral Health Promotion) partnered with disability services to increase oral health literacy of people with a disability and their carers.</li> </ul> </li> <li>Consumer Advisory Committee projects <ul style="list-style-type: none"> <li>'Smile 4 Miles' program works in partnership</li> <li>The current Patient Flow Project at RDH</li> </ul> </li> <li>In 2009/10 DHSV developed a best practice</li> <li>DHSV also funds projects through the research <ul style="list-style-type: none"> <li>Merri Community Health Services' "Teeth"</li> <li>Melbourne Dental School project to develop</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Cross departmental cooperation (through working group/partnership group) to progress health literacy work.</li> </ul>			<ul style="list-style-type: none"> <li>Engage support from management</li> <li>Embed oral health literacy into strategic plans.</li> </ul>	<ul style="list-style-type: none"> <li>Publications Procedure</li> <li>Community Advisory Committee</li> <li>Consumer input</li> <li>Resources available to support best practice communication <ul style="list-style-type: none"> <li>Easy English Writing Guide and images for easy English</li> <li>Communicating with consumers series, Volume 1, Well-written health information guide</li> <li>Culturally and Linguistically Diverse Communities Resource Kit</li> <li>Workforce development initiatives</li> <li>Patient centred care</li> <li>Aboriginal &amp; Torres Strait Islander cultural competence training</li> </ul> </li> </ul>
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#### Proposed Action Plan

<b>Doutta Galla Community Health</b>	Business case development and proposal presented to executive team for agency wide project	<ul style="list-style-type: none"> <li>HL Training for Staff</li> <li>HL Guidelines</li> <li>HL Audit</li> <li>Communications policy, with HL embedded</li> <li>HL embedded into model of care</li> </ul>		<ul style="list-style-type: none"> <li>Embed into a communications policy</li> <li>Community advisory group and Diversity/Reconciliation working groups would form part of the test or screening group</li> <li>Guidelines would be included into the policy</li> </ul>	<ul style="list-style-type: none"> <li>Embed into model of care and communications policy</li> <li>Annual audits</li> <li>HL form part of the communications approval checklist</li> </ul>	<ul style="list-style-type: none"> <li>Evaluation of HL program</li> <li>Annual audit</li> <li>Embed into model of care</li> </ul>
<b>Sunbury Community Health Centre</b>	Early days discussions: mainly a report back on forums the HP coordinator has attended, forwarding relevant emails to interested staff, no formal addressing of needs at this stage	Survey monkey on HL knowledge then report back and ask for suggestions on what staff want to do next; review literature; review knowledge gap as per the survey monkey		Are there any examples?	Ensure the checklist is used by all teams	Ensure checklist is followed by those who are developing information; ensure staff are aware of what they need to do; internal CB regarding WHY, etc

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<b>Wellington Primary Care Partnership</b>	*Presentation and discussion at a WPCP business meeting *Presentation and discussion at a WPCP HP network meeting *Presentation and discussion at a WPCP ICDM network meeting *EO attending HL Short Literacy at Monash University	*Review of written publications *Scope potential partner opportunities with adult learning *Latest job advertisements simplified	More like an action plan as to what we can do to support agencies to increase awareness and develop policy	Encourage members agencies to develop a policy by 1. Single item question to assess service users' health literacy and 2. Foster a non judgemental/safe environment for clients	*Development of a Health Literacy proposal with input from members *Opportunities to support member agencies with workforce health literacy training *Small group discussion with agencies around the PCP role in promoting awareness *PCP support provided to build capacity of agencies to respond to issues.	*Adoption of readability tools *Adopt a healthy literacy lens when developing resources. *Development of a criteria/guidelines to support the development of appropriate health information.
<b>City of Boroondara: Health Ageing and Disability Services</b>	*Presentation at staff meeting *Establish if we have access to computer program to scan documents for readability.	*Advocate for Easy English training to be provided by learning and development department *Develop a health literacy policy				
<b>Whitehorse CHS</b>	Incorporating an HL focus in this work	*Build into all information and engage focus groups to ensure all information presented or given is adapted with an HL focus. *Develop an organisational wide policy on how to address HL within our service delivery models. *Work with local adult education programs to ensure program delivery is within adult learning principles. *Improve physical environment for example signage and display boards in reception areas and offices.		Becoming a standing agenda item at team and management level meetings.	*Building HL into evaluation *Policy is completed and actioned *Staff PD around Health literacy *Working with Department of Health around quality framework in regards to HL	*Ensure that it is an organisation wide approach as opposed to individual teams. *Focus on strategies and skills not information content. *Selecting what's really relevant.
<b>ISIS Primary Care</b>	Health Literacy project which sits within our Integrated Health Promotion Plan. Objective 1: Improve thinking, decision making and practice around health literacy in the organisation *health literacy policy development. *Staff survey on health literacy knowledge and skills. *Add relevant questions to annual Client Satisfaction Survey to better benchmark and evaluate client experience through a health literacy lens. *Environmental audit (e.g. waiting rooms, signage) *Audit of written materials pitched at clients *Staff Training to improve health literacy knowledge and skills *Develop health literacy kit for use by staff. Objective2: Work in partnership with other agencies to address low health liter	*Steering committee for project or build the work of the project into existing committee/s, then through a systems approach ensure that best practice around health literacy is embedded in organisational practices.	Not yet developed, but will be part of the project	Will be a broad health literacy policy. Appropriate health communication strategies with be part of this; for example development of appropriate written materials and other resources for our clients and communities, verbal communication between staff (not just service providers) and clients.	Build into existing systems e.g. Diversity Committee. Engaging management team first, then service providers and other staff. Build strategies into existing systems and processes.	We have a design guide to assist staff to develop clear flyers, brochures, client information and powerpoint presentations in plain English, all as pictorial as possible. As part of the project the design guide will be reviewed and systems put in place to mandate staff to use the guide when developing materials for clients. We have a client-centred approach - starting where clients 'are at' and working out with them what they most need and how they can achieve their goals while building their self-management skills. Ongoing staff training in health literacy.

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<b>Inner East Community Health Service</b>	<ul style="list-style-type: none"> <li>We recognise that our whole of agency brochure is very complex with very small text. We plan to develop a whole of agency brochure with pictures and simple descriptions of our various programs and referral processes. This will be at a grade 5 literacy level and we intend to use a health literacy tool such as the 40 point checklist to review the document.</li> </ul>	<ul style="list-style-type: none"> <li>Staff training about health literacy at all levels of the organisation.</li> <li>Review of all organisational documents provided to our clients and updating to a high quality of health literacy.</li> <li>Staff who attended workshop to complete a short report to be tabled at an upcoming management quality meeting to raise the issue to highest levels within the organisation</li> <li>Staff who attended workshop to briefly present the issues at an upcoming Allied Health workshop</li> </ul>	<p>Still to be developed and we would be happy to share ours once completed. It would be helpful to view examples of other agencies HL policies to help us to prepare our own.</p>	<ul style="list-style-type: none"> <li>Standardised guidelines and tools to prepare documents which assist staff to prepare high quality materials which reflect best practice in health literacy.</li> <li>Guidelines for preparing presentations to client groups eg. PowerPoint presentations or other methods of delivering information to a group taking into account Health Literacy needs.</li> <li>Guidelines about the setup/ display of signage/ information in client waiting and treatment areas.</li> <li>Guidelines for clearer verbal communication with clients and checking that they really do understand the information presented to them</li> </ul>	<ul style="list-style-type: none"> <li>Inclusion of a health literacy question during the intake / referral process.</li> <li>Orientation manuals for staff and students to include health literacy awareness and direction to the policy and procedures.</li> <li>We may need a key worker or working group around the issue of client access and integration which includes the issue of health literacy</li> </ul>	<ul style="list-style-type: none"> <li>Developing guidelines for inclusion in HL policy, for preparing presentations to client groups, for signage/information for clients, etc.</li> <li>We wish to further embed the concept of self management of chronic conditions into our everyday work practices.</li> </ul>
<b>Dental Health Services Victoria</b>	<p>A range of oral health literacy work is undertaken, however the organisation is working towards a more coordinated and strategic approach to improving oral health literacy. At present plans are in place to:</p> <ul style="list-style-type: none"> <li>Conduct a health literacy assessment (of the organisation) using or adapting a health care service assessment tool.</li> <li>Identify gaps and priorities for action</li> <li>Develop an action plan.</li> </ul>	<ul style="list-style-type: none"> <li>Enhance skills within the workforce to respond to the needs of low literacy clients.</li> <li>Allocation of resources to expand health literacy work</li> </ul>		<ul style="list-style-type: none"> <li>Possible inclusions: <ul style="list-style-type: none"> <li>Context - why health literacy is so important</li> <li>Commitment to addressing health literacy <ul style="list-style-type: none"> <li>Capacity building</li> <li>Reducing literacy barriers in the navigation of the service system</li> <li>Health education</li> <li>Communication</li> </ul> </li> <li>Minimum standards, for example: best practice communication guides etc</li> <li>Evaluation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Consider development of a health literacy policy (to be confirmed).</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen policy: <ul style="list-style-type: none"> <li>Adopt best practice guidelines</li> <li>Workforce development</li> </ul> </li> </ul>