Health Literacy
Health Literacy:

“The problem with communication is the illusion that it has occurred”

George Bernard Shaw
Health Literacy

https://www.youtube.com/watch?v=bDHEEV0M62Y
Health Literacy Is:
Health Literacy is:

- Knowledge & skills to understand, consider & use health information.

- A health literate environment is how health services are provided.
Why is Health Literacy Important?

- Nearly 1 in 2 Tasmanians has difficulty with everyday numeracy & literacy

- 63% of Tasmanians are health illiterate, (includes 1 in 3 with a Bachelor degree).
Health Literacy

Individual health literacy
Patients’ skills, abilities, knowledge and experience

Understanding and being able to act on information about health and health care

Health literacy environment
How easy or hard information or services are to understand
Why is Health Literacy Important?

• Access – knowing who to see & when

• Harder for people to take care of themselves

• Harder to understand & remember info

• Increased cost
Elspeth

http://www.youtube.com/watch?v=R3tJ-MXqPmk
Communication Tips:

- Slow down
- Use plain language
- Limit your message
- Use descriptions people can relate to
- Check understanding
- Encourage questions
- Use visual aids
- Provide written information
Plain English is:—

• Understanding information the first time it is read or heard.

• Using clear language, giving information in the right order & helping people find info quickly.
Teach Back is………..

• Asking people to repeat **in their own words** what they need to know or do, in a non-shaming way.

• **NOT** a test, but of how well you explained a concept.

• A chance to check for understanding and, if necessary, re-teach the information
Health Literate Organisations

This graphic reflects the views of the authors of the Discussion Paper “Ten Attributes of Health Literate Health Care Organizations” and not necessarily of the authors’ organizations or of the IOM. The paper has not been subjected to the review procedures of the IOM and is not a report of the IOM or of the National Research Council.
Health Literacy & DHHS:

- Health Literacy Toolkit

- Workshops

- Partnership with UTAS & Primary Health Tasmania – project to build workforce capacity

- E-learning Resource
Building a Health Literate Tasmania:

Building a Health Literate Tasmania

One Day Forum for Health and Community Workers

Tuesday 27th October, 10 - 4pm

Tailrace Centre, Launceston

- Guest speakers
- Workshops
- Resources
- Tools
- Strategies

More information coming soon!

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