Improving Health Literacy at WGHG

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How can Health Literacy be improved at WGHG?

On a personal level:

• I became a more effective member of Written Health Information Committee following the health literacy workshop
  – I shared my enthusiasm, the new skills and resources provided with this group.

• I have become a local ‘champion’ for HL and work for comment is referred to me
On a Community Health and Organisational level

• Development of PDSA (Ideas)
  
  – Aim to increase Health Literacy Awareness by delivering a HL presentation to staff
  
  – Review of Written Health Information Committee’s protocol for assessment of written health information
PDSA 1

• I developed a HL awareness presentation tailored for WGHG CHS staff (Do)

• Pretested with Written Health Information committee (WHIC) on 28th August 2012
  • Developed pre/post questionnaire

• Presented at a CHS staff meeting on 17th September
  – approximately 20 staff
CHS Staff Presentation: Sept 2012

• Staff were evaluated pre and post presentation
  – (Study -next slide)

• Discussion following the presentation was animated and staff stated they were quite shocked by statistics

• Feedback was positive and provoked discussion on ways to move HL forward in WGHG
  – It was suggested that this presentation be given to a senior management meeting and a potential role for this presentation in the orientation program was identified

• Need for further HL education/training was identified
<table>
<thead>
<tr>
<th>Study</th>
<th>Question</th>
<th>Pre session</th>
<th>Post session</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Can you define health literacy?</td>
<td>2/12</td>
<td>12/12</td>
<td>84% increase</td>
</tr>
<tr>
<td>2</td>
<td>What % Australian Public has adequate health literacy?</td>
<td>1/12</td>
<td>11/12</td>
<td>84% increase</td>
</tr>
<tr>
<td>3</td>
<td>Do you know which population groups are likely to show low health literacy?</td>
<td>2/12</td>
<td>12/12</td>
<td>84% increase</td>
</tr>
<tr>
<td>4</td>
<td>Do you know what SMOG is and is used for?</td>
<td>3/12</td>
<td>12/12</td>
<td>75% increase</td>
</tr>
</tbody>
</table>

Comments:

100% attendees stated that understood more about HL and 50% were interested in HL techniques such as teach back and ‘ask me 3’. Staff thought u-tube clips were very powerful and shocking.
Senior Staff Meeting - leadership group

- HL presentation was delivered on 2/10/12
- Anecdotally stirred things up!
- **ACT:** Discussion was prompted on the importance of HL to all staff and the possibility of incorporating HL into orientation for new staff
- Electronic orientation HL presentation was deemed more appropriate.
  - a general staff HL presentation and links to you-tube clips
  - Presentation stands alone and viewed outside orientation sessions
  - Simple assessment task to be included
Where to from here? (Acts)

- Electronic HL presentation for orientation has been prepared
  - circulated to WHIC for endorsement

- Feb 2013 agenda item: Development of proposal by WHIC to WGHG Executive to request:
  - including an electronic HL presentation as part of orientation program
  - inclusion of 1 page summary with links to the presentation and you-tube
  - orientation facilitators to encourage new staff to complete package
Where to from here? (Acts)

• Survey of new staff pre/post implementation of HL into orientation program to determine changes in awareness and understanding

• HL presentation be added to CHS web page
  – presentation be publicised and existing staff encouraged to view
PDSA 2: Review the procedures for HL review by the WHIC (Plan)

• Review of process to register, process and evaluate docs in terms of HL with the WHIC
  – Initiation of a review was instigated in October 2012 meeting (Do)

• Review of use of photos, amount of detail/information included in brochures
  – Additional meetings timetabled in 2012/13 to facilitate this
Where to from here? (Acts)

- Review of WHIC procedures for brochure review and processing to continue in 2013
  - Development of a simple checklist for each new document
  - Increased emphasis on community consultation by review committee
  - Development of a work procedure that will be used!