Module 6: Challenges and solutions for organisations in becoming ‘health literate’.

**Small groups**
- Small groups: outline the challenges
- What are the issues that will be most challenging?
- How might they be overcome?
- Report back

**Plan-Do-Study-Act (PDSA)**
- Small groups: what are the key features of the PDSA process?
- How might they be applied to health literacy approaches in your organisation?
- Report back
SUMMARY
- Definitions
- Research about health literacy
- Tools for measuring health literacy
- Approaches for good practice in health literacy
  - Teach back
  - Ask Me 3
- Health literate organisations
- PDSA

MOVING FORWARD...
- Each person:
  - What change would you like to see in your organisation?
  - What will you do to make change happen?
  - What is the first think you will do after this course, when you return to work?