



Metro North Hospital and Health Service *Putting people first*

Health Consumers Queensland Annual Forum 2019

# Transforming patient experiences through health literacy

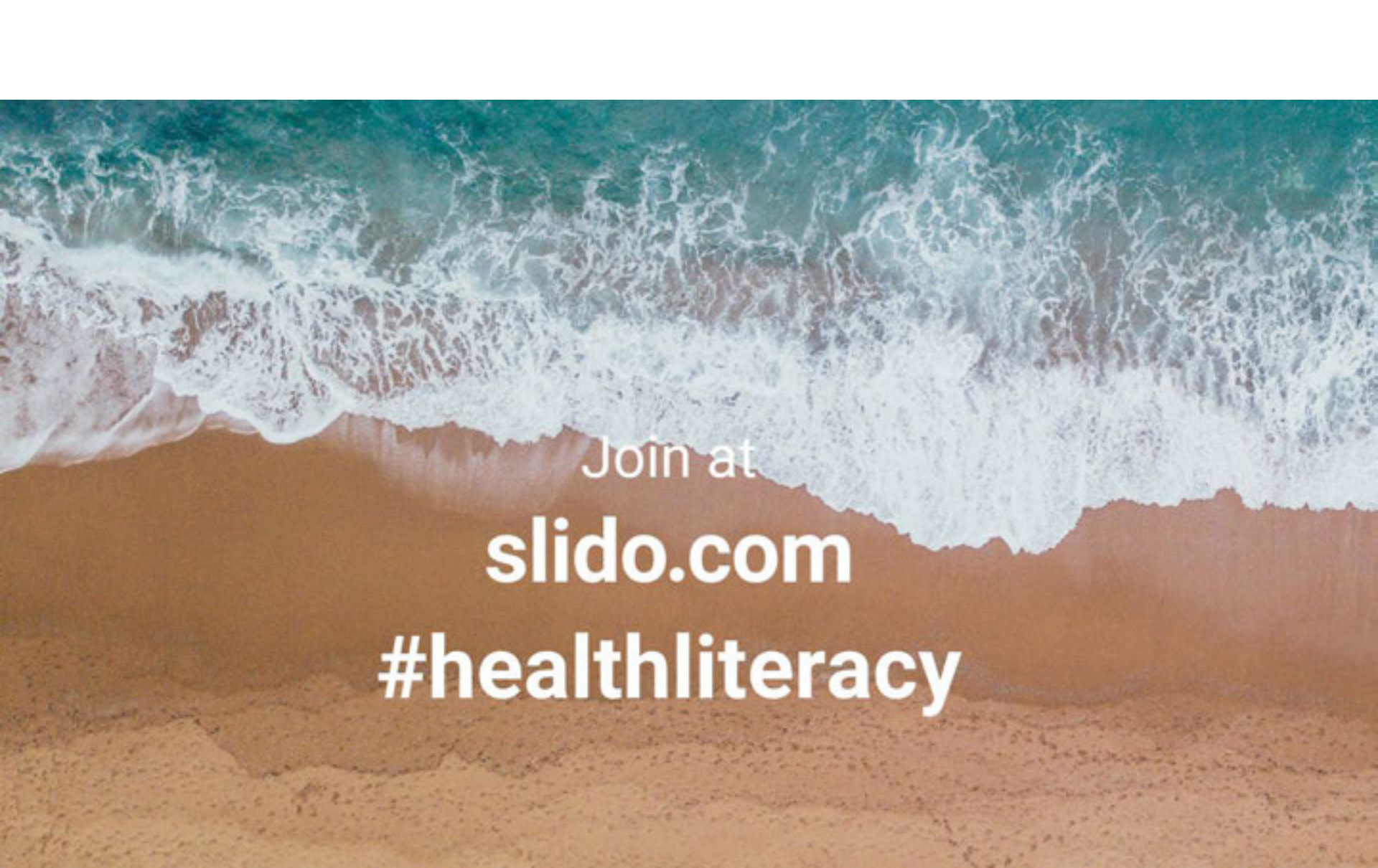
Christine Petrie, Lisa Cox, Belinda Barrie

# Session outline

Our journey so far:

- Defining health literacy
- Improving patient experiences
- Transforming care





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**#healthliteracy**

<https://www.sli.do/>



# What does health literacy mean to you?



Consumer responses

Staff responses



Challenge 1: reaching a shared definition  
of health literacy

**more than** understanding health  
information

# Health literacy is about partnerships



# Lisa Cox

## Consumer perspective

 @lisacox.co



# Belinda Barrie

## Carer perspective

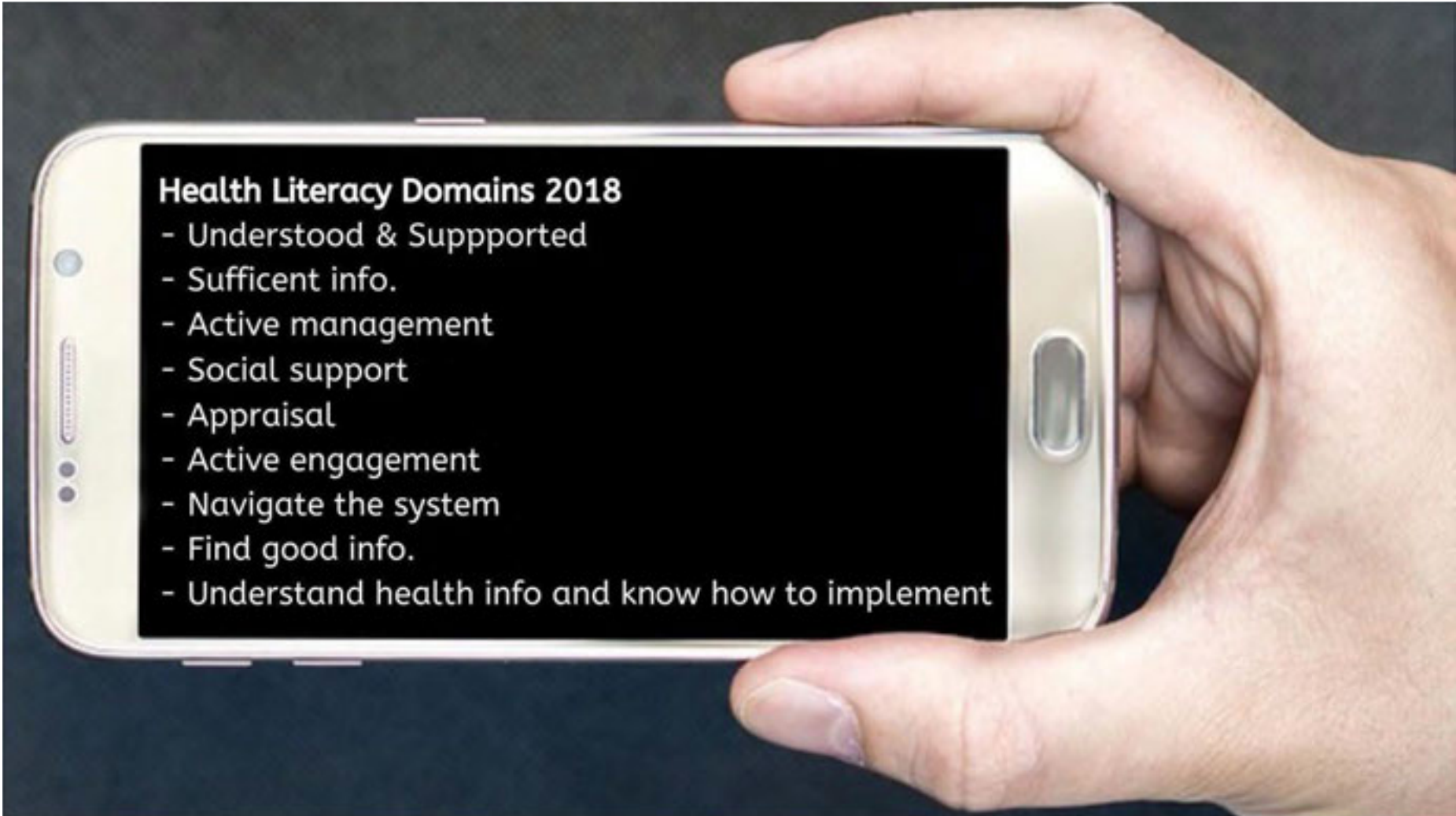




# Challenge 2: competing priorities and advancing technologies



# Where do we start?

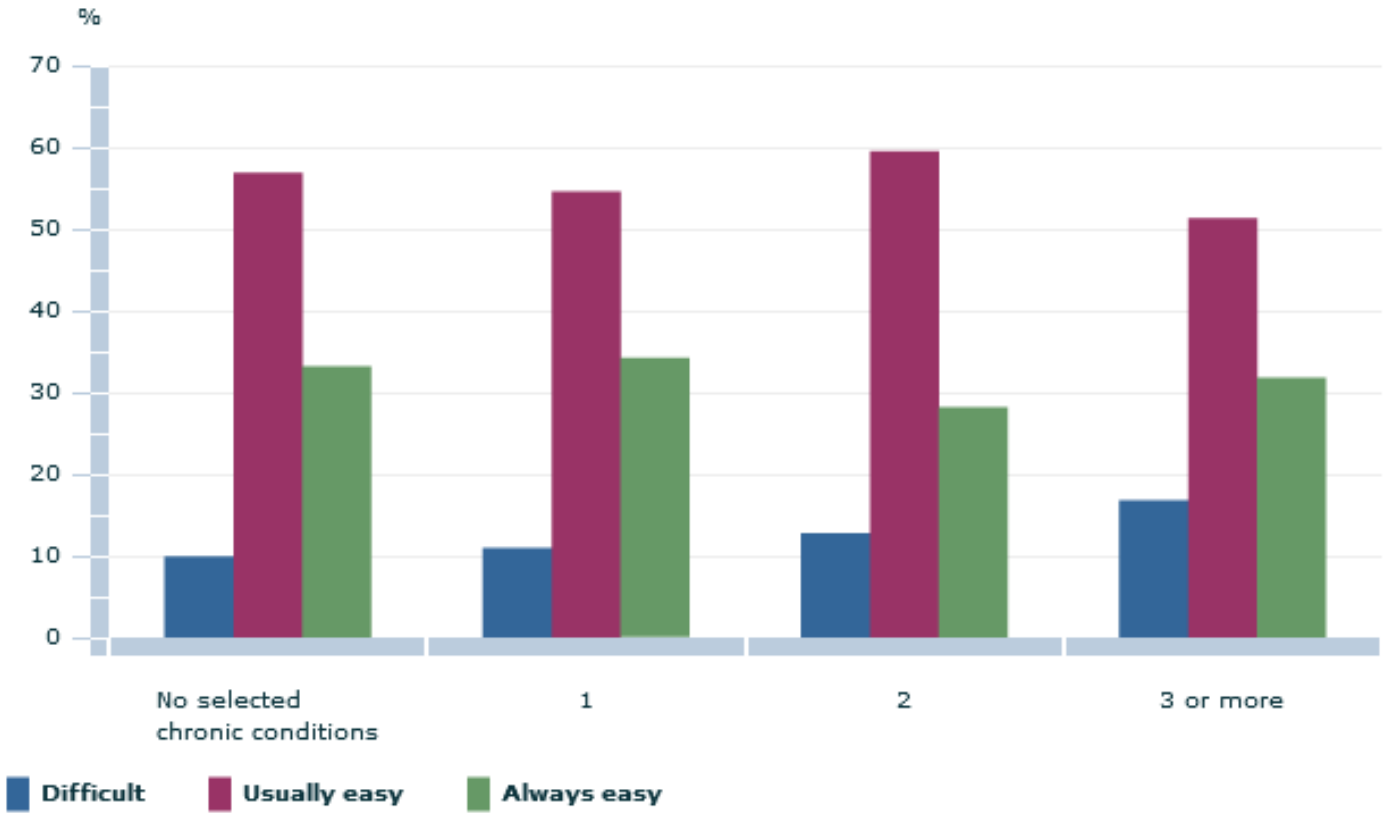
A hand is holding a smartphone horizontally. The screen is black with white text. The text lists ten health literacy domains. The phone is a light-colored model with a home button on the right side.

## Health Literacy Domains 2018

- Understood & Supported
- Sufficient info.
- Active management
- Social support
- Appraisal
- Active engagement
- Navigate the system
- Find good info.
- Understand health info and know how to implement

# Ability to actively engage with healthcare providers

Ability to actively engage with healthcare providers by number of selected chronic conditions



Save Chart Image

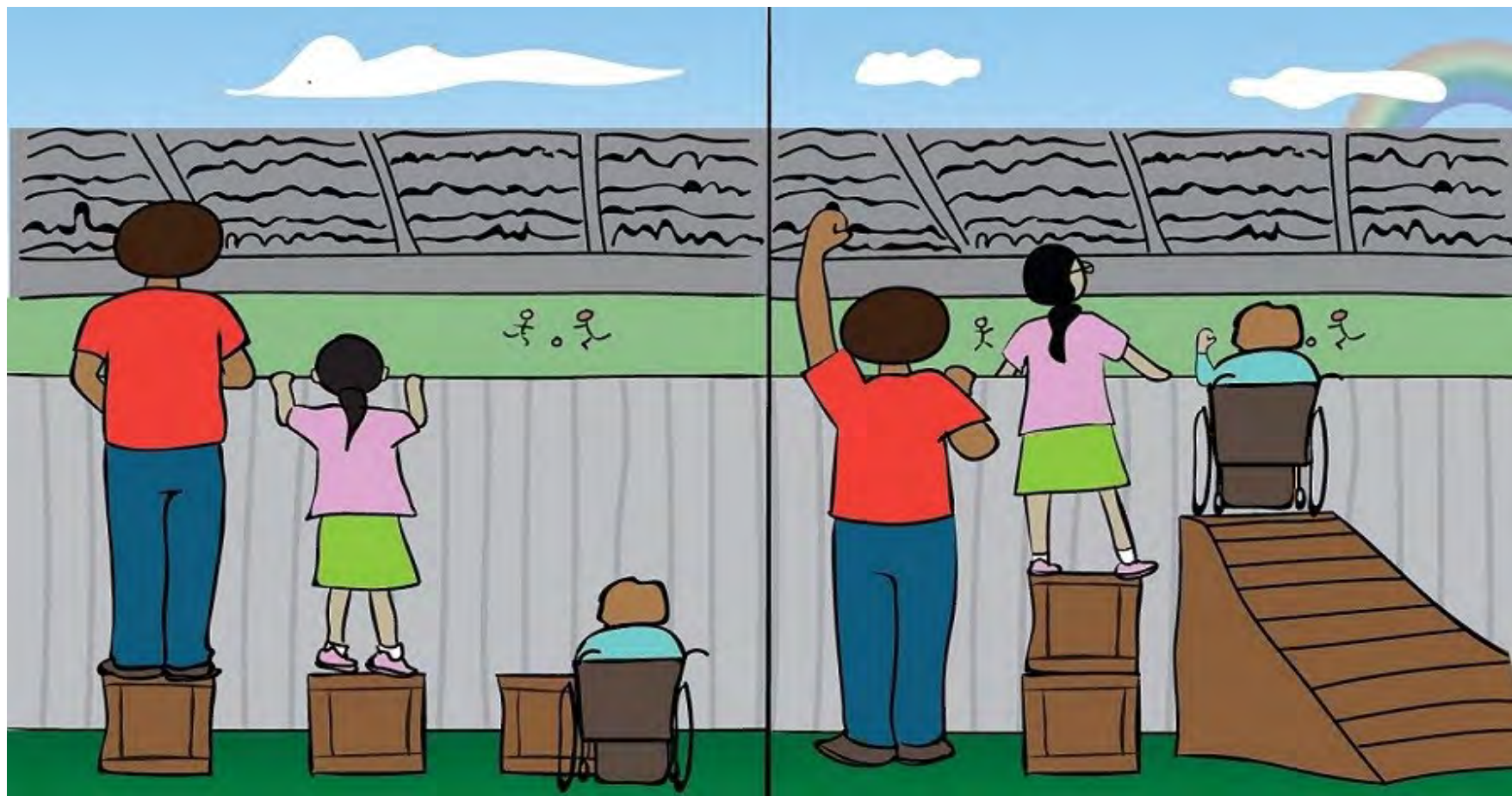
Australian Bureau of Statistics

## People who strongly agreed to having social support for managing health

Overall 1 in 4. This differed by demographic:

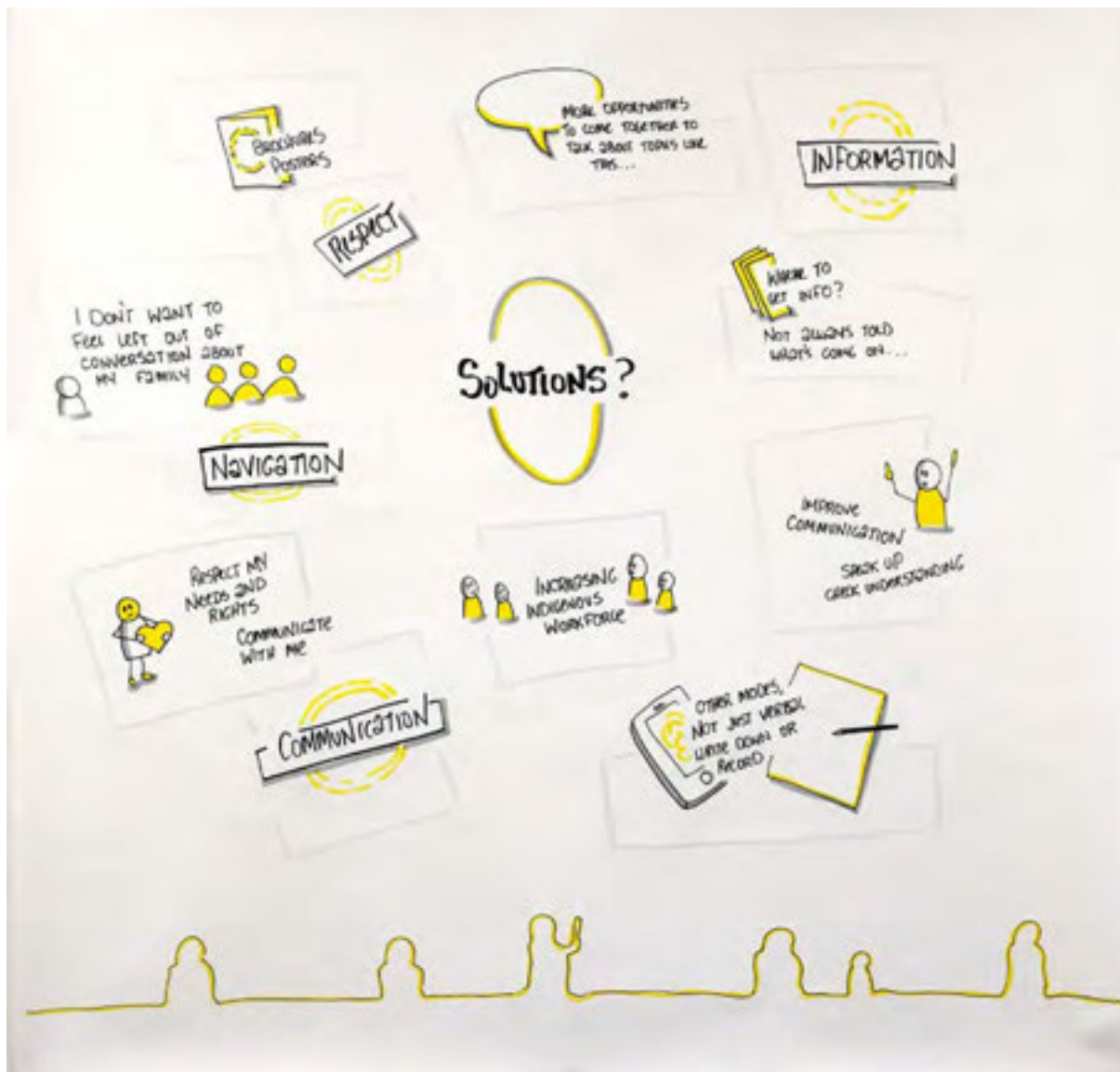
- who lived alone (15%)
- with a profound or severe core activity limitation (15%)
- with 3 or more long-term health conditions (17%)
- who spoke a language other than English at home (19%)

### Challenge 3: enabling flexible and tailored approaches





# NAIDOC world café 2018



## By partnering with consumers we can:

- Challenge assumptions and negative attitudes
- Enhance knowledge and skills
- Create welcoming and supportive infrastructure



## Challenge 4: Disconnected projects and competing priorities

### Create a burning platform

- Steering committee with executive sponsor
- Metro North Health Literacy Approach
- Register health literacy initiatives
- Staff education and training
- Office 365 Team



# We've started a lot of little fires

- Executive leaders projects
- Welcome video template
- Social marketing campaign for consumers
- Automated translation project
- Improving patient experiences
- Cancer care post discharge care videos






# Our journey together towards...

- Respectful communication
- Timely and relevant information
- Connecting with people

# Poll questions



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## Contact

Join our #healthliterateMN team on Office 365

Email: [metronorthengage@health.qld.gov.au](mailto:metronorthengage@health.qld.gov.au)

Thank you for listening and participating!