

## 1 Introduction Module Resources

### **Australian Commission on Safety and Quality in Health Care**

Health literacy information and resources

[https://www.safetyandquality.gov.au/acsqhc\\_program/health-literacy](https://www.safetyandquality.gov.au/acsqhc_program/health-literacy)

## 2 Leadership Module Resources

### **Australian Commission on Safety and Quality in Health Care**

Consumers, the health system and health literacy: Taking action to improve safety and quality:

<https://www.safetyandquality.gov.au/wp-content/uploads/2012/01/Consumers-the-health-system-and-health-literacy-Taking-action-to-improve-safety-and-quality3.pdf>

### **Accreditation Standards and Health Literacy Responsiveness**

Common accreditation standards mapped against the 10 attributes of a health literate organization:

<https://www.dropbox.com/s/m8ak393vmk5zl9t/Other%20accreditation%20standards%20for%20leadership%20module.pdf?dl=0>

### **Health Literacy Frameworks and Toolkits:**

World Health Organization Health literacy toolkit for low- and middle-income countries:

[http://www.searo.who.int/entity/healthpromotion/documents/hl\\_toolkit/en/](http://www.searo.who.int/entity/healthpromotion/documents/hl_toolkit/en/)

Optimising Health Literacy (Ophelia) toolkits and resources:

<https://www.ophelia.net.au/>

10 attributes of a health literate organisation and associated toolkits:

**Enliven toolkit:**

<http://enliven.org.au/wp-content/uploads/2018/06/hl-self-assessment-resource.pdf>

**Gippsland PCP toolkit:**

<http://www.centralwestgippslandpcp.com/wp-content/uploads/2013/05/The-Gippsland-Guide-to-becoming-a-Health-Literate-Organisation-ELECTRONIC-FINAL.pdf>

**Lower Hume Toolkit:**

<http://lhpcp.org.au/wp-content/uploads/Health-Literate-Organisations-Toolkit-FINAL3.pdf>

## 2 Leadership Module Resources continued

### **Health Literacy Frameworks and Toolkits continued:**

New Zealand Health Literacy Framework:

<http://www.health.govt.nz/our-work/making-services-better-users/health-literacy>

### **Service Coordination Frameworks, training and links**

Victorian Service Coordination Practice Manual:

<https://www2.health.vic.gov.au/about/publications/policiesandguidelines/victorian-service-coordination-practice-manual-2012>

Service Coordination online learning module:

<http://elearning.health.vic.gov.au/scol/>

Service Coordination Tool Templates (SCTT):

<http://elearning.health.vic.gov.au/sctt/>

National Health Services Directory (NHSD):

<http://www.nhsd.com.au/>



## 3 Communication Module Resources

### **Health Numeracy**

Strategies for communicating numbers:

<https://www.slideshare.net/PlainTalkConf/osborne-multiplying-strategies-for-communicating-numbers>

Health Numeracy Article:

<http://healthliteracy.com/2007/09/18/health-numeracy/>

### **Informed Consent**

<https://www2.health.vic.gov.au/mental-health/practice-and-service-quality/mental-health-act-2014-handbook/recovery-and-supported-decision-making/informed-consent>

### **Shared Decision-Making**

The Australian Commission on Safety and Quality in Health Care provides decision-making aides, webinars, and information:

<https://www.safetyandquality.gov.au/our-work/shared-decision-making>

See a simple decision-making aide known as an 'options grid' being demonstrated:

<https://vimeo.com/55088088>

Shared Decision Making: A Model for Clinical Practice:

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3445676>

A simple evaluation tool developed to measure the level of shared decision making in the clinical encounter from the patient's perspective:

<http://www.collaboratescore.org>

Access 10,000 translated health resources in over 90 languages:

[www.healthtranslations.vic.gov.au](http://www.healthtranslations.vic.gov.au)

### **Interpersonal Communication**

Using simple language and terms, The A - Z of Alternative Words:

<http://www.plainenglish.co.uk/files/alternative.pdf>

Teach-back in practice video:

<https://www.youtube.com/watch?v=d702HIZfVWs&feature=youtu.be>

Online Teach-Back training:

<http://www.teachbacktraining.org/>

## 3 Communication Module Resources continued

### Health Literacy Assessment Questions

<http://www.nchealthliteracy.org/toolkit/tool2.pdf>

Campaigns to encourage consumers to ask questions:

Ask me 3:

<http://www.ihl.org/resources/Pages/Tools/Ask-Me-3-Good-Questions-for-Your-Good-Health.aspx>

Questions Are the Answer:

<https://www.ahrq.gov/patients-consumers/patient-involvement/ask-your-doctor/index.html>

Ask, Share, Know:

<http://askshareknow.com.au/>

### Written Communication

Using a brief consumer survey to provide feedback about staff interactions i.e:

CAHPS Item Set to Address Health Literacy (in the CAHPS Clinician and Group Survey): or

<https://www.ahrq.gov/cahps/surveys-guidance/item-sets/literacy/index.html>

Communication assessment tool (CAT)

[http://www.google.com.au/url?](http://www.google.com.au/url?sa=t&rct=j&q=&esrc=s&source=web&cd=4&ved=0ahUKEwiglfmGha3TAhVNOOrwKHbLJC3MQFghOMAM&url=http://mcgaw.northwestern.edu/docs/CAT-R.doc&usg=AFQjCNFMK-PrfoJaYPxtn9ZqLC6UiJol9g)

[sa=t&rct=j&q=&esrc=s&source=web&cd=4&ved=0ahUKEwiglfmGha3TAhVNOOrwKHbLJC3MQFghOMAM&url=http://mcgaw.northwestern.edu/docs/CAT-R.doc&usg=AFQjCNFMK-PrfoJaYPxtn9ZqLC6UiJol9g](http://www.google.com.au/url?sa=t&rct=j&q=&esrc=s&source=web&cd=4&ved=0ahUKEwiglfmGha3TAhVNOOrwKHbLJC3MQFghOMAM&url=http://mcgaw.northwestern.edu/docs/CAT-R.doc&usg=AFQjCNFMK-PrfoJaYPxtn9ZqLC6UiJol9g)

Use the following guides when developing health information resources for consumers such as brochures, handouts and posters

Clear Written Communications – The Easy English Style Guide:

<https://www.scopeaust.org.au/wp-content/uploads/2015/02/Clear-Written-Communications.-The-Easy-English-Style-Guide..pdf>

- Learn about Easy English
- Easy English recommendations
- How to conduct consumer testing of your materials

## 3 Communication Module Resources continued'

Simply Put: A guide for creating easy-to-understand materials:

<https://stacks.cdc.gov/view/cdc/11938>

- This will help you to change complicated scientific and technical information into communication materials consumers can relate to and understand.
- Practical ways to organise information and use language and visuals.
- Useful for creating fact sheets, FAQ's, brochures, booklets, pamphlets, and other materials, including web content.

Medline Plus How to Write Easy-to-Read Health Materials:

<https://medlineplus.gov/etr.html>

- Discusses four steps when creating health material
- Plan and Research
- Organise and Write
- Evaluate and Improve
- Inform Us and Stay Informed

The Patient Education Materials Assessment Tool (PEMAT) and User's Guide

<https://www.ahrq.gov/professionals/prevention-chronic-care/improve/self-mgmt/pemat/index.html>

Checklist for Assessing Written Consumer Health Information

<https://www.ahrq.gov/professionals/prevention-chronic-care/improve/self-mgmt/pemat/index.html>

### **Translation**

Health Translation Directory:

[http://www.ceh.org.au/translation-an-introduction/?\\_sf\\_s=translations](http://www.ceh.org.au/translation-an-introduction/?_sf_s=translations)

Introduction to Translation:

<https://www.ceh.org.au/translation-an-introduction/>

Centre for Culture, Ethnicity & Health Website:

<https://www.ceh.org.au/>

## 4 Navigation Module Resources

The Health Literacy Environment Activity Packet. First Impressions & Walking Interview. Eliminating Barriers – Increasing Access. Rima E. Rudd. Health Literacy Studies:

[www.hsph.harvard.edu/healthliteracy](http://www.hsph.harvard.edu/healthliteracy)

First Impressions Audit and Walking Interview:

<http://cdn1.sph.harvard.edu/wp-content/uploads/sites/135/2012/09/activitypacket.pdf>

### Resources for website and online material

The following guides will help you to ensure that your websites are easy to use, navigate and read:

Accessible Health Information Technology (IT) for Populations with Limited Literacy: A Guide for Developers and Purchasers of Health IT:

<https://innovations.ahrq.gov/qualitytools/accessible-health-information-technology-it-populations-limited-literacy-guide>

Making-Your-Website-Senior-Friendly-Tip-Sheet:

<http://www.lgma.ca/assets/Programs~and~Events/Clerks~Forum/2013~Clerks~Forum/COMMUNICATIONS-Making-Your-Website-Senior-Friendly--Tip-Sheet.pdf>

Health Literacy Online: A Guide to Writing and Designing Easy-to-use Health Web Sites:

<https://health.gov/healthliteracyonline/>

More guidelines for creating materials according to plain language guidelines can be found at the following websites:

<https://www.plainlanguage.gov>

<https://www.cdc.gov/communication/resources/simpput.pdf>

In addition, the following plain language resources are available:

<https://www.plainlanguage.gov/resources/content-types/healthcare/>

Universal Symbols in healthcare:

[http://www.hablamosjuntos.org/signage/PDF/BestPractices\\_FINALDec05.pdf](http://www.hablamosjuntos.org/signage/PDF/BestPractices_FINALDec05.pdf)

## 5 Partnering with Consumers Module Resources

You can get support from a range of different organisations including your local PCP:

<https://www2.health.vic.gov.au/primary-and-community-health/primary-care/primary-care-partnerships>

For more information and resources about consumer and community participation visit:

Health Issues Centre:

<http://www.healthissuescentre.org.au/>

Consumers Health Forum of Australia:

<https://chf.org.au/>

Participation Compass:

<http://participationcompass.org/>

Australian Commission on Safety and Quality in Health Care:

<https://www.safetyandquality.gov.au/our-work/patient-and-consumer-centred-care/national-safety-and-quality-health-service-standard-2-partnering-with-consumers/>

Peer Leaders Online Training is a free online course designed to assist in the development and running of peer support groups. A health literacy training for consumers is also offered:

<https://www.peerleadersonlinetraining.net>