



Health Literacy developments in Scotland

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Health and Social Care Alliance Scotland

- National 3rd sector strategic intermediary
- Membership organisation
- Self Management Strategy - written by people
- Key Programmes

Overview

- Why health literacy matters
- Initiatives in Scotland
- Community health literacy -
ALISS - A Local Information
System for Scotland

World Health Organisation definition of health literacy

‘ the cognitive and social skills which determine the motivation and ability of individuals to gain access to, understand, and use information in ways which promote and maintain good health’.

why literacy matters

AMA found health literacy is stronger predictor of health status than

- income
- employment status
- education level
- race or ethnic group

Report on the Council of Scientific Affairs, Ad Hoc Committee on Health Literacy for the Council on Scientific Affairs, American Medical Association, JAMA, Feb 10, 1999



.. why literacy matters

- Navigating the healthcare system
- Filling out forms, find services
- Sharing information, health history
- Ability to manage long term conditions
- Monitor blood sugar levels, manage medicines, ability to follow instructions (making up baby milk requires numeracy skills)
- Understanding risk, making decisions, consent for treatment



15 min per month
= 3 hours per year



“Medical authors have generally written in a foreign language; and those who were unequal to the task, have even valued themselves upon couching .. their prescriptions, in terms and characters unintelligible to the rest of mankind

....The cure of disease is doubtless a matter of great importance; but the preservation of health is of still greater ... It is not to be supposed that men can be sufficiently upon their guard against diseases, who are totally ignorant of their causes.”

William Buchan “Domestic Medicine; or a Treatise on the prevention and cure of diseases by regimen and simple medicines”,
Chamberlain, 9th ed Dublin 1784



“characters unintelligible to the rest of mankind”



Half of what a person is told is forgotten¹
and half of what they remember is
misunderstood²

Kessels RP. Patients' memory for medical information. J R Soc Med. May 2003;96(5):219-22
Anderson JL, Dodman S, Kopelman M, Fleming A. Patient information recall in a rheumatology clinic.

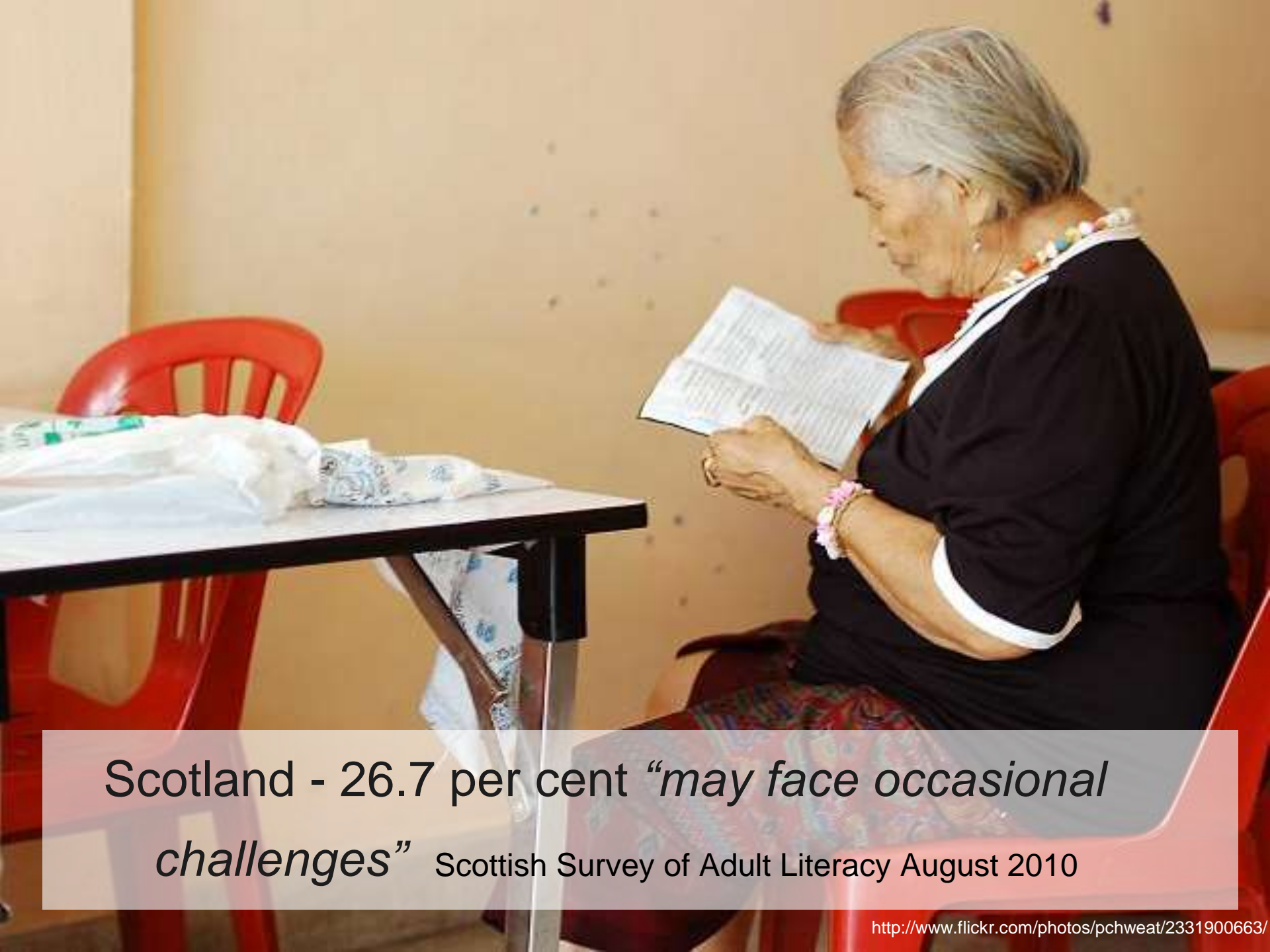
groups most likely to have low health literacy

- Lower socioeconomic groups
- Older people
- Ethnic minorities
- Lower levels of educational attainment
- Long term physical health problems
- Long term mental health problems

evidence for effect of poor health literacy

- More likely to be hospitalised and to experience bad outcomes (Schillinger et al 2002)
- Less likely to manage prescribed treatment and self care (Friedland 2002)
- More medicine and treatment errors and less skilled in navigating healthcare system (Friedland 2002)
- Poorer health status and less likely to use preventative care (Nielen-Bohlman et al 2004)





Scotland - 26.7 per cent “*may face occasional challenges*” Scottish Survey of Adult Literacy August 2010

Initiatives in Scotland

- Health Literacy Scoping report (integrate health literacy into existing programmes, prioritise areas for development)
- Health literacy referenced in NHS Scotland Quality Strategy
- National Health Literacy Action Group
- Community health literacy - ALISS + The Links Worker Programme

National Health Literacy Action Group

- Established 2011
- Purpose to develop a national plan, toolkit
- Coordinate current activity
- Appointment of National Clinical Lead and Policy Lead for self management + health literacy





Ambition

“We want Scotland to be a health literate society which enables all of us to have sufficient confidence, knowledge, understanding and skills to live well, on our own terms, and with any health condition we may have”

Aims

- Raise awareness and the capabilities of professionals
- Promote the development and spread of existing and new health literacy tools, innovations and technologies
- Improve access to tools and resources
- Cater for health literacy needs at transitions of care





Removing the hurdles - Making it Easy

- Highlights the hidden problem of low health literacy and the impact that this has on our ability to access, understand, engage and participate in our health and social care.
- Explains that low health literacy leads to poor health outcomes and widens health inequality.
- Calls for all of us involved in health and social care to systematically address health literacy as a priority in our efforts to improve health and reduce health inequalities.
- Sets out an ambition for all of us in Scotland to have the confidence, knowledge, understanding and skills we need to live well, with any health condition we have.

The Hurdles

- Modern health and social care can place daunting hurdles in our way
-We may struggle to make sense of information about our health conditions, or be unable to communicate effectively with our clinical and care staff.
- And this undermines our ability to manage our own conditions safely and effectively, and is a cause of health inequality.



The Health Literacy Place

www.healthliteracyplace.org.uk

- Provide desktop access to existing tools and resources
- Promote examples of health literacy practice and innovation
- Provide references and articles
- Establish a community of practice and support health literacy champions



Welcome to the Health Literacy Place



Click the image to watch our introduction to Health Literacy



What is Health Literacy?

Health literacy is about people having enough knowledge, understanding, skills and confidence to use health information, to be active partners in their care, and to navigate health and social care systems. Health Literacy is being increasingly recognised as a significant public health concern around the world.

Scotland's 2020 Vision for Health and Social Care focuses on

Quick Start



Click image to access the National Health Literacy Action Plan

- Health Literacy Universal Precautions Toolkit
- The Teach-Back Method
- Encouraging Questions
- Brown Bag Medication Review

National Health Literacy Demonstrator

- NHS boards have been invited to be a national demonstrator
- Aim to support people and staff at transitions of care (focus on hospital out-patients and discharge from hospital)





ALISS

A Local Information System for Scotland

www.aliss.org



“I can read it but I don’t understand it”



The Scottish Government



“I’ve been to the hospital a few times and they’ve been like ‘Oh you were meant to bring a urine sample’ and I was ‘Oh I didn’t know’ cos I just read the date, the time and the ward”

“I thought placenta was some sort of scan”

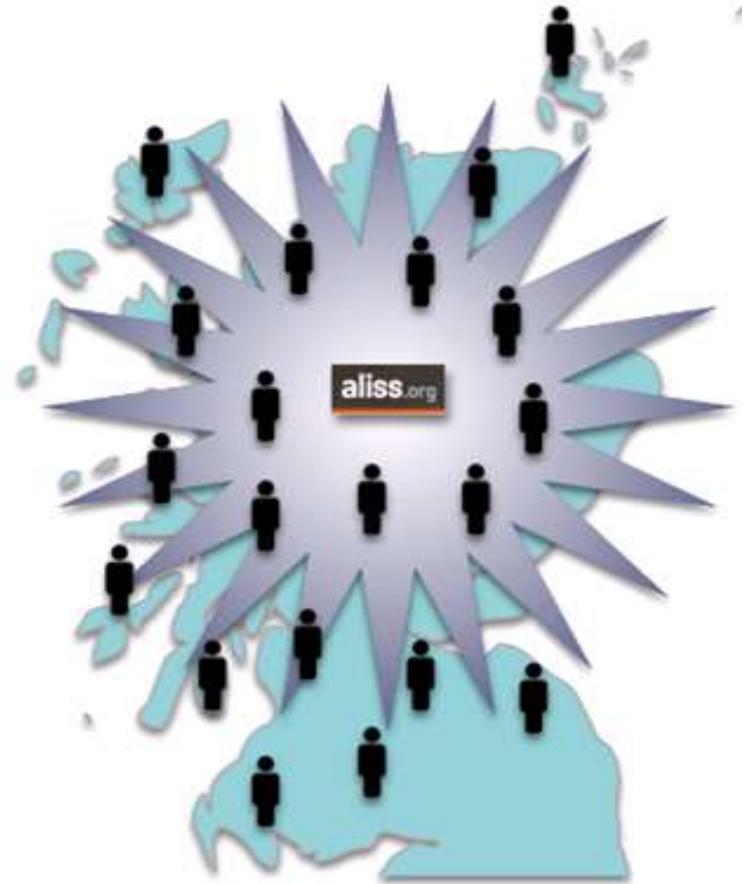
“.. well, to tell you the truth I’ve run out of pills because I can’t fill out the form”

“... you’re saying ‘could you show me, cos I’m not too sure’ and they go ‘Oh we’ve already gave you a leaflet”

What is ALISS?

www.aliss.org

- Information service and tools
- Collect information about local assets
- Manage - tag and maintain
- Share - publish through multiple outlets - any computer



Search for local resources

Search

Enter a location

15 Miles

Submit

ALISS (A Local Information System for Scotland) is a search and collaboration tool for Health and Wellbeing resources in Scotland. It helps signpost people to useful community support, and with an ALISS account you can contribute the many and varied resources that our local communities have to offer.



Collect

Identify and gather local sources of support, our asset mapping pack can



Manage

Describe resources in your own words, add useful resources from other



Share

All collections created in ALISS are openly available to everyone. Use them