



Health Literacy Course: Project Examples

Undertake an audit to understand your current status and to identify opportunities for improvement, to produce a Health Literacy Recommendations Report

Review your customer service system (website and telephone) to ensure it is welcoming, easy to understand, navigate and access.

Conduct an environmental scan to ensure all site signage and communications are consistent with a health literacy perspective

Run an internal campaign to promote the application of health literacy policies and procedures with staff

Create site information sheets and determine the most effective website and physical distribution methods

Embed the concept of Health Literacy in key Department Plans

Review the current readability of your written resources and redevelop according to health literacy principles

Develop a guide for staff to improve the readability of key written information

Add health literacy questions to any current monitoring/evaluation checklists

Integrate health literacy principles into current evaluation questionnaires to assist individuals to provide more meaningful information via the available feedback mechanisms

Develop and implement health literacy policies and processes that aim to reduce the health literacy demands of information materials, the physical environment and local care pathways

Provide and support access to health literacy and interpersonal communication training for healthcare providers, including training in communicating risk

Provide education programs for consumers aimed at developing health knowledge and skills.

Collaborate across the healthcare sector on health literacy activity, including sharing strategies and lessons learned among professions and sectors.

Involve consumers in testing the usability, accessibility and ease of understanding of products and information about health and health care.

Develop education programs for consumers that specifically address how to navigate the complexity of the healthcare system and develop self-management skills

Provide education to healthcare providers at undergraduate and postgraduate level about health literacy and related issues, such as communication skills

Require the inclusion of health literacy and related issues in education and training programs