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«Machtfaktor Patient 3.0» – Patienten verändern das Gesicht des Gesundheitswesens

"The power of patients 3.0" – Patients are changing the face of health care

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Developing health literate health care organizations to better empower patients for co-producing health

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Teaser: Patient education is not sufficient to empower patients for better co-producing their health but healthcare organizations also need to reduce their demands towards patient health literacy.

Background, objective: Health literacy is increasingly understood as a relevant and changeable social determinant of health and as a complex and relational concept, including personal and systems aspects. Within healthcare, there is a strong tradition of focusing on the personal side by patient education and counseling strategies. But another strand of the more recent debate has increasingly been on the systems perspective, resulting in the development of ten attributes of health-literate healthcare organizations (HLO) for the US Institute of Medicine (Brach et al. 2012) which aim at reducing barriers demands that healthcare organizations present to their clients (and staff).

Approach, methods, patient engagement: The available concept of HLO is strongly grounded in principles and experiences of literacy and less so in the settings approach of health promotion and concepts of quality development in healthcare. Against this background, and on the basis of a literature search, we will

- offer a short instrument for HLO to participants that allows them to self-assess their organization
- clarify and further develop the HLO concept by relating it to the quality approach, the Health Promoting Hospitals approach, and other specific programmes healthcare programmes such as self-help friendly hospitals.
- investigate the availability of self-assessment tools for certain attributes of HLO
- identify best-practice interventions for improving deficits in relation to the HLO approach and
- discuss participant's own experiences and perception of HLO.

Findings: A further developed concept and examples for measurements and interventions and their application to different types of healthcare organizations will be provided.

Discussion and implications: The workshop will specifically discuss the following questions with the audience:

- Do the participants see a demand for reducing the complexity and demands of their healthcare organizations? What deficits can they identify on the basis of a short instrument that will be provided?
- In how far do the participants perceive the presented concept, measurements and tools as fit and applicable to deal with the identified deficits and problems against the background of different healthcare systems and organizations?
- What next steps could participants take in their own organization?

Key terms: health literate care organizations, empowerment, instrument