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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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Finding and using the wisdom of citizens and practitioners to guide health systems redesign – the Ophelia (OPTimising HEalth LIterAcy) approach to health literacy

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Teaser: Many people with poor health have inspirational success in the face of diversity. Clinicians may have decades of profound insight into the human condition. How do we make this «gold» routine practice?

Background, objective: There are a few interventions that specifically seek to understand and respond to the health literacy needs of people who struggle with understanding, accessing and using health services. This presentation will outline the development of the Health Literacy Questionnaire (HLQ), a fine-grained assessment of health literacy needs and the lived experience of using health services. The tool is used to enable the voice of citizens and practitioners to be heard, then systematically incorporated into interventions.

Approach, methods, patient engagement: The Ophelia approach ensures the voice of all stakeholders is heard at the same volume and enables our best front line practitioners to reveal how they do their best work. This is a grounded approach used in many different disease groups, settings and languages.

Findings: The HLQ has revealed practice excellence, and gaps, in several settings. Health literacy response frameworks are being developed to improve healthcare quality, safety and equity.

Discussion and implications: The use of the voice of the people (in term of the HLQ) ensures that interventions are relevant, highly acceptable and implementable. The process of enabling interventions to be «built by the people for the people» should optimize impact and equity.

Key terms: health literacy questionnaire