



Hokianga Health Enterprise Trust

Health literacy action plan

October 2014

2014 - Short term goals

Activity	Actions	Measures
Health literacy strategy Dimensions of a health literate organisation: 1. Leadership and management	<ul style="list-style-type: none"> • Draft health literacy strategy developed by Workbase by 17 November 2014 to reflect discussions between Hokianga Health and Workbase. • Health literacy strategy finished and endorsed by Hokianga Health by end of December 2014 	Health literacy strategy is fit for purpose
Workforce Dimensions of a health literate organisation: 3. Workforce	<ul style="list-style-type: none"> • Workbase to provide health literacy training to additional staff by end of November 2014. • Workbase to make health literacy presentation to GPs by end of December 2014. 	All staff are aware of the Three Steps to Better Health Literacy Model
Health literacy coach Dimensions of a health literate organisation: 3. Workforce 6. Communication	<ul style="list-style-type: none"> • Hokianga Health to identify health literacy coach by 17 November 2014 • Workbase to train health literacy coach by 16 December 2014 	Health literacy coach with appropriate skills identified and trained
Framework for patients with pre-diabetes and Type 2 diabetes: <ul style="list-style-type: none"> • List of health literacy demands (what people need to know and be able to do) • Guidelines for health professionals • Recommended resources • Guidelines for community engagement (different ways to develop community knowledge about pre-diabetes Type 2 diabetes) Dimensions of a health literate organisation: 1. Leadership and management 2. Consumer involvement 3. Workforce 4. Meeting needs of population 5. Access and navigation 6. Communication	<ul style="list-style-type: none"> • Initial drafts of: <ul style="list-style-type: none"> ○ health literacy demands ○ guidelines for health professionals ○ recommended resources ○ guidelines for community engagement developed by Workbase by 17 November 2014 • Feedback by nominated Hokianga Health staff by 1 December 2014 • Final versions available to Hokianga Health by 16 December 2014 	<ul style="list-style-type: none"> • Framework and supporting materials assist patients, whānau and health professionals to build knowledge and skills and have conversations which support self-management • Community resources are suitable for use in community engagement activities (e.g. by Trust board members and health professionals)

2015 - Medium term goals

Activity	Actions	Measures
Health literacy strategy Dimensions of a health literate organisation: 1. Leadership and management	Adequate resources allocated to health literacy strategy as part of operational planning	Health literacy strategy is put into operation
Workforce Dimensions of a health literate organisation: 3. Workforce	Follow up training provided to staff utilising the Three Steps to Better Health Literacy Model	Health literacy follow-up training provided to minimum of 20 staff
Health literacy coach Dimensions of a health literate organisation: 3. Workforce 6. Communication	<ul style="list-style-type: none"> • Health literacy coach observes all Community Health nurses twice during 2015 • Health literacy coach observes all GPs at least once during 2015 • Health literacy coach receives ongoing coaching 	<ul style="list-style-type: none"> • Observations carried out • Health literacy coaching is regarded positively by recipients • Health literacy coaching results in use of the Three Steps to Better Health Literacy Model
Type 2 diabetes framework and accompanying resources Dimensions of a health literate organisation: 1. Leadership and management 2. Consumer involvement 3. Workforce 4. Meeting needs of population 5. Access and navigation 6. Communication	<ul style="list-style-type: none"> • Framework and accompanying resources are updated and modified as required to ensure they align with guidelines 	<ul style="list-style-type: none"> • Framework and resources being used by health professionals, and patients and whānau • Framework and resources are used in community engagement
New CVD framework and accompanying resources: <ul style="list-style-type: none"> • Health literacy demands • Guidelines for health professionals • Recommended resources e.g. Take Control of my Health • Guidelines for community engagement Dimensions of a health literate organisation: 1. Leadership and management 2. Consumer involvement 3. Workforce 4. Meeting needs of population 5. Access and navigation 6. Communication	<ul style="list-style-type: none"> • Nurse practitioner and other identified staff develop draft framework and accompanying resources • Draft framework resources are trialled with selected health professionals, patients and whānau, and feedback provided • Final framework and resources disseminated to all health professionals for use with patients and whānau 	<ul style="list-style-type: none"> • Framework and accompanying resources assist patients, whānau and health professionals to build knowledge and skills and have conversations which support self-management • Community resources are suitable for use in community engagement activities (e.g. by Trust board members and health professionals)

2016 - Long term goals

Activity	Actions	Measures
Health literacy strategy Dimensions of a health literate organisation: 1. Leadership and management	Adequate resources allocated to health literacy strategy as part of operational planning	Resources allocated to ensure health strategy
Workforce Dimensions of a health literate organisation: 3. Workforce	Follow up training provided to staff utilising the Three Steps to Better Health Literacy Model	Health literacy training follow-up provided to minimum of 20 staff
Health literacy coach Dimensions of a health literate organisation: 3. Workforce 6. Communication	<ul style="list-style-type: none"> • Health literacy coach agrees on observation plan with Community Manager, Hospital Manager and Clinical Director • Health literacy coach carries out plan (which includes more observations than previous year) • Health literacy coach receives ongoing coaching 	<ul style="list-style-type: none"> • Observations carried out • Health literacy coaching is regarded positively by recipients • Health literacy coaching results in use of the Three Steps to Better Health Literacy Model
Type 2 diabetes framework and CVD framework and accompanying resources Dimensions of a health literate organisation: 1. Leadership and management 2. Consumer involvement 3. Workforce 4. Meeting needs of population 5. Access and navigation 6. Communication	<ul style="list-style-type: none"> • Frameworks and accompanying resources are updated and modified as requested to ensure they align with guidelines 	<ul style="list-style-type: none"> • Frameworks and resources being used by health professionals, and patients and whānau • Framework and resources being used in community engagement
New framework and accompanying resources developed for another long term condition e.g. COPD or asthma Dimensions of a health literate organisation: 1. Leadership and management 2. Consumer involvement 3. Workforce 4. Meeting needs of population 5. Access and navigation 6. Communication	<ul style="list-style-type: none"> • Identified staff develop draft framework and accompanying resources • Draft framework and resources are trialled with selected health professionals, patients and whānau, and feedback provided • Final framework and resources disseminated to all health professionals for use with patients and whānau 	<ul style="list-style-type: none"> • Framework and accompanying resources assist patients, whānau and health professionals to build knowledge and skills and have conversations which support self-management • Community resources are suitable for use in community engagement activities (e.g. by Trust board members and health professionals)