



Kerikeri Medical Centre

Health literacy action plan

October 2014

2014 - Short term goals

Activity	Actions	Measures
Establish a sustainable health strategy and plan for Kerikeri Medical Centre (KMC) Dimensions of a health literate organisation: 1. Leadership and management 2. Consumer involvement	<ul style="list-style-type: none"> • Draft health literacy strategy developed by Workbase by 17 November 2014 to reflect discussions between KMC and Workbase. • Health literacy strategy finished and endorsed by KMC 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 all staff on 19 November 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"> • Workbase to provide information and materials to Lynne Sanford-Scutt • Workbase to complete training of Lynne Sanford-Scutt by 16 December 2014 	Lynne Sanford-Scutt trained as a health literacy coach
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 Dimensions of a health literate organisation: 1. Leadership and management 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 developed by Workbase by 17 November 2014 • Feedback by nominated KMC staff by 1 December 2014 • Final versions available to KMC by 16 December 2014 	Framework and supporting materials assist patients, families and health professionals to build knowledge and skills and have conversations which support self-management
Guidelines about Care Plus developed for health professionals (including information for patients and families) Dimensions of a health literate organisation: 5. Access and navigation	<ul style="list-style-type: none"> • Initial drafts of guidelines and patient information developed by Workbase by 17 November 2014 • Feedback by nominated KMC staff , Te Tai Tokerau PHO and the Ministry of Health by 1 December 2014 • Final guidelines available to KMC by 16 December 2014 	Guidelines and patient information are fit for purpose

2015 - Medium term goals

Activity	Actions	Measures
Health literacy strategy Dimensions of a health literate organisation: 1. Leadership and management 2. Consumer involvement	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 agreed number of 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 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 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 families Framework and resources are used in community engagement
New framework and accompanying resources are developed for another long term condition e.g. COPD: <ul style="list-style-type: none"> Health literacy demands Guidelines for health professionals Recommended resources Dimensions of a health literate organisation: 1. Leadership and management 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 resources are trialled with selected health professionals, patients and families, and feedback provided Final framework and resources disseminated to all health professionals for use with patients and families 	Framework and accompanying resources assist patients, families and health professionals to build knowledge and skills and have conversations which support self-management

2016 - Long term goals

Activity	Actions	Measures
Health literacy strategy Dimensions of a health literate organisation: 1. Leadership and management 2. Consumer involvement	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 follow-up training provided to agreed number of 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 Practice 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 additional long term conditions framework and accompanying resources Dimensions of a health literate organisation: 1. Leadership and management 3. Workforce 4. Meeting needs of population 5. Access and navigation 6. Communication	Frameworks and accompanying resources are updated and modified as requested to ensure they align with guidelines	Frameworks and resources being used by health professionals, and patients and families
New framework and accompanying resources developed for another long term condition e.g. CVD Dimensions of a health literate organisation: 1. Leadership and management 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 resources are trialled with selected health professionals, patients and families, and feedback provided • Final framework and resources disseminated to all health professionals for use with patients and families 	Framework and accompanying resources assist patients, families and health professionals to build knowledge and skills and have conversations which support self-management