



# European Health Literacy Conference 2019

Lessons learned

Mirjam Fransen en Karen Hosper

#gezondheidsvaardigheden

## Tijdschema:

13.00 – 13.30  
Inloop met koffie & thee

13.30 – 14.00  
Opening

14.00 – 14.40  
Sessieronde 1

14.40 – 15.10  
Pauze

15.10 – 15.50  
Sessieronde 2

15.50 – 16.30  
Sessieronde 3

16.30 – 17.15  
Netwerkborrel

## Meepraten?

Volg ons op Twitter of LinkedIn

Deel je kennis via:  
gezondheidsvaardigheden@pharos.nl  
[www.gezondheidsvaardigheden.nl](http://www.gezondheidsvaardigheden.nl)



# Inhoud

- Achtergrond Congres
- Overview en impressie programma
- Capacity building
- Health Literate Organizations
- Policy on a national level
- Take home messages



ALLIANTIE

GEZONDHEIDS-  
VAARDIGHEDEN

# University College Dublin



#gezondheidsvaardigheden



**HEALTH LITERACY EUROPE**  
A NETWORK FOR ADVANCING EUROPEAN HEALTH LITERACY

- *Voorgaande jaren: 2011, 2014, 2015*
- *4<sup>de</sup> conferentie: 215 deelnemers uit 33 landen*
- *Centrale thema: **Building Health Literate Societies***  
*'a whole-of-society approach is necessary for advancing health literacy in Europe'.*

*Alle niveaus: system, organizations, professionals, clients*



Onderzoekers, enkele zorgprofessionals en beleidsmakers... en een ervaringsdeskundige





*Kristine Sørensen, Executive Chair of Health Literacy Europe*

*"In an decade, health literacy has been manifested on the European health agenda. In spite of a reality where health systems are under pressure, we see a keen interest from politicians, researchers, patient advoctes, and health professionals to meet people where they are and to match their needs in an appropriate and dignified manner"*



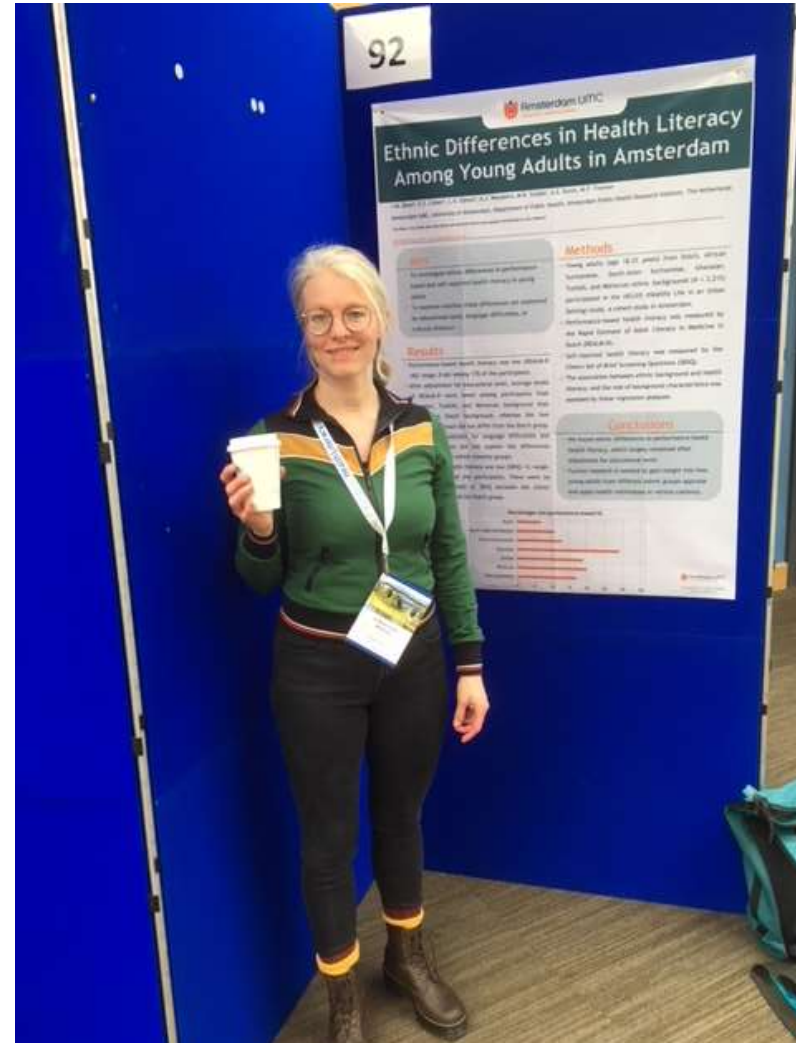
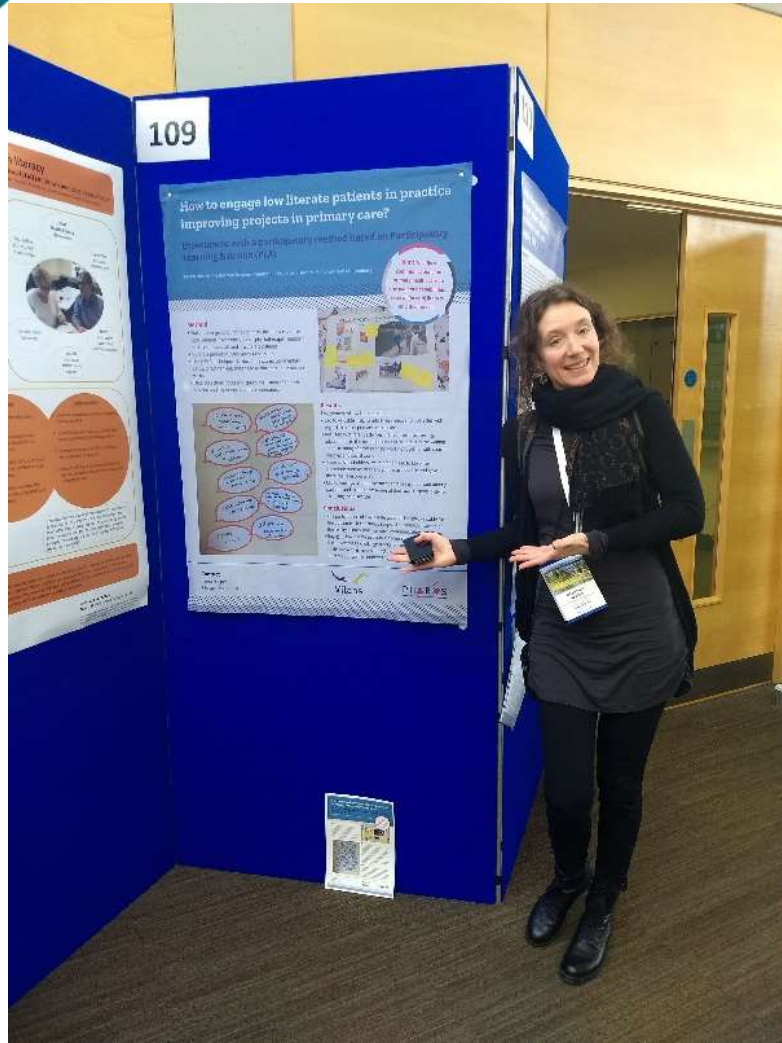
# Presentaties en workshops

## Health Literacy and....

- Quality of care
- Teach-back
- Self-management
- Decision-making
- Measurement
- Organisations
- Digital health literacy
- Specific populations: migrants, women, children
- Capacity building
- Active aging



# Posters





# Symposium quality of care

## Improving quality of care for patients with limited health literacy: care providers' challenges and promising tools for clinical practice

Prof. dr. Jany Rademakers<sup>1,2</sup>  
Dr. Monique Heijmans<sup>1</sup>  
Dr. Mirjam Fransen<sup>3</sup>

<sup>1</sup> Nivel – Utrecht (NL)

<sup>2</sup> CAPHRI, Maastricht University – Maastricht (NL)

<sup>3</sup> Amsterdam UMC, Dept. of Public Health – Amsterdam (NL)





# Sessie decision-making



## Construction and Validation of a Health Literacy Measure in the context of decision making for colorectal cancer screening

Anke Woudstra<sup>1</sup>, Ellen Smets<sup>2</sup>, Henrike Galenkamp<sup>1</sup>, **Mirjam Fransen<sup>1</sup>**

1. Amsterdam UMC, University of Amsterdam, Department of Public Health
2. Amsterdam UMC, University of Amsterdam, Department of Medical psychology



## Informed Decision Making in Colorectal Cancer Screening

A computer-based decision aid for individuals with varying health literacy levels

**Mirjam Fransen<sup>1</sup>**, Anke Woudstra<sup>1</sup>, Evelien Dekker<sup>2</sup>, Tom Broens<sup>1</sup>, Judith Penning<sup>1</sup>, Sian Smith<sup>4</sup> Kirsten McCaffery<sup>5</sup>, Ellen Smets<sup>6</sup>

- 1 Amsterdam UMC, University of Amsterdam, Department of Public Health
- 2 Amsterdam UMC, University of Amsterdam, Department of Gastroenterology & Hepatology
- 3 Amsterdam UMC, University of Amsterdam, Department of Medical Informatics
- 4 The University of New South Wales Sydney, Psychosocial Research Group, Prince of Wales Clinical School
- 5 The University of Sydney, Sydney Medical School, School of Public Health
- 6 Amsterdam UMC, University of Amsterdam, Department of Medical Psychology



# Sessie capacity building

- Development health literacy capacities over time
- Is health literacy relevant to occupational therapy practice?

Communication with low health literate individuals in preconception care

The development and evaluation of a training for health care professionals

M.P. Fransen<sup>1</sup>, B.J. Myren<sup>2</sup>, E.C. Kamphuis<sup>1</sup>, M. Van den Muijsenbergh<sup>2</sup>, A.N. Rosman<sup>3</sup>

<sup>1</sup> Amsterdam UMC, University of Amsterdam, Department of Public Health, Public Health Research Institute, Amsterdam

<sup>2</sup> Pharos, Dutch Centre of Expertise on Health Disparities, Utrecht

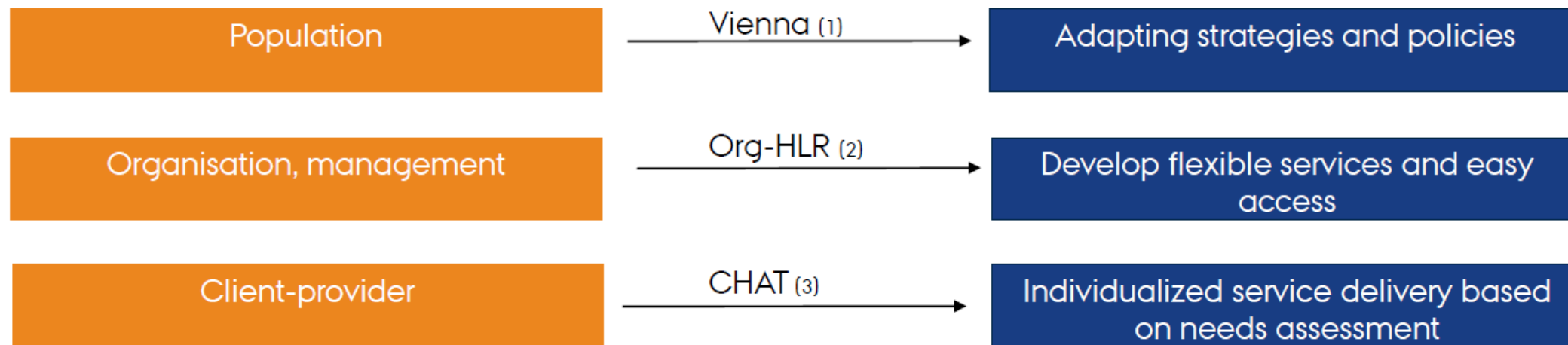
<sup>3</sup> Erasmus MC, Department of Obstetrics and Gynecology, Division of Obstetrics and Prenatal Medicine, Erasmus MC, Rotterdam

The Netherlands





# HL op alle niveaus



(1) Pelikan et al. Health literate and health promoting health care organizations – the Vienna Concept. WHO-CC Health Promotion in Hospitals and Health Care at Gesundheit Österreich GmbH, Vienna / Austria

(2) Trezona A, Dodson S, Osborne RH. Development of the Organisational Health Literacy Responsiveness (Org-HLR) self-assessment tool and process. BMC Health Services Research. 2018;18(1):1-10.

(3) O'Hara J, Hawkins M, Batterham R, Dodson S, Osborne RH, Beauchamp A. Conceptualisation and development of the Conversational Health Literacy Assessment Tool (CHAT). BMC Health Serv Res. 2018;18(1):199.

# Health Literate Organizations

Anna Sophia E. Aaby – Aarhus University

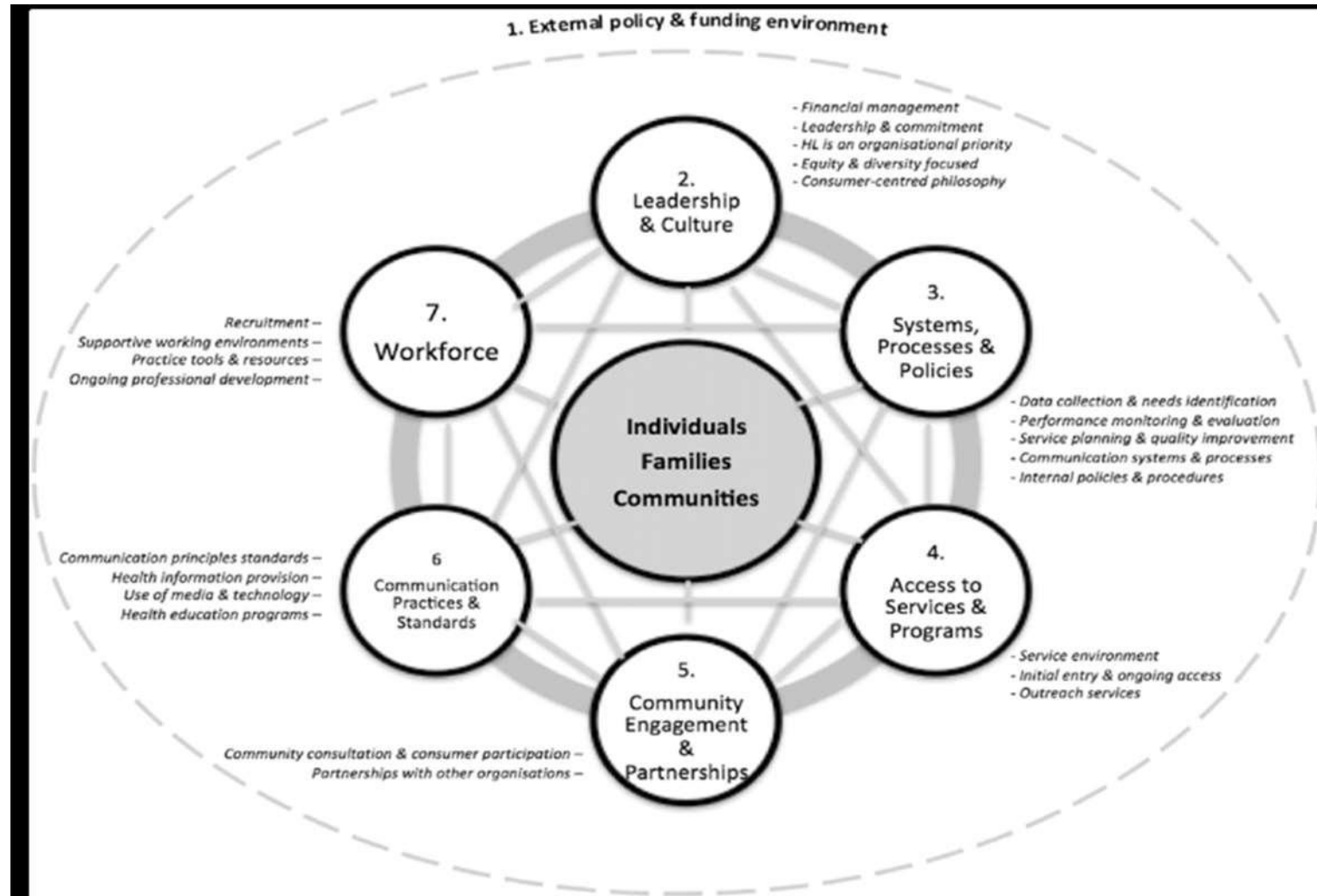
## MAKING ORGANIZATIONS FIT FOR DIVERSITY

PILOT TESTING THE ORGANIZATIONAL HEALTH  
LITERACY RESPONSIVENESS (ORG-HLR) SELF-  
ASSESSMENT TOOL AND PROCESS

SYMPOSIUM EHLC19



# The Organizational Health Literacy Responsiveness Framework (Trezona et al. 2017)



# Pilot in zorginstelling in Denemarken:

Co-creatie - drie sessies met teams, leidinggevenden en MT

## RESULTS: THE SIDE EFFECTS

Workshop 1:  
Reflection

Workshop 2:  
Self-evaluation

Workshop 3:  
Prioritisation

Shared HL  
language

Ownership of  
new initiatives

Kickstart  
culture  
change



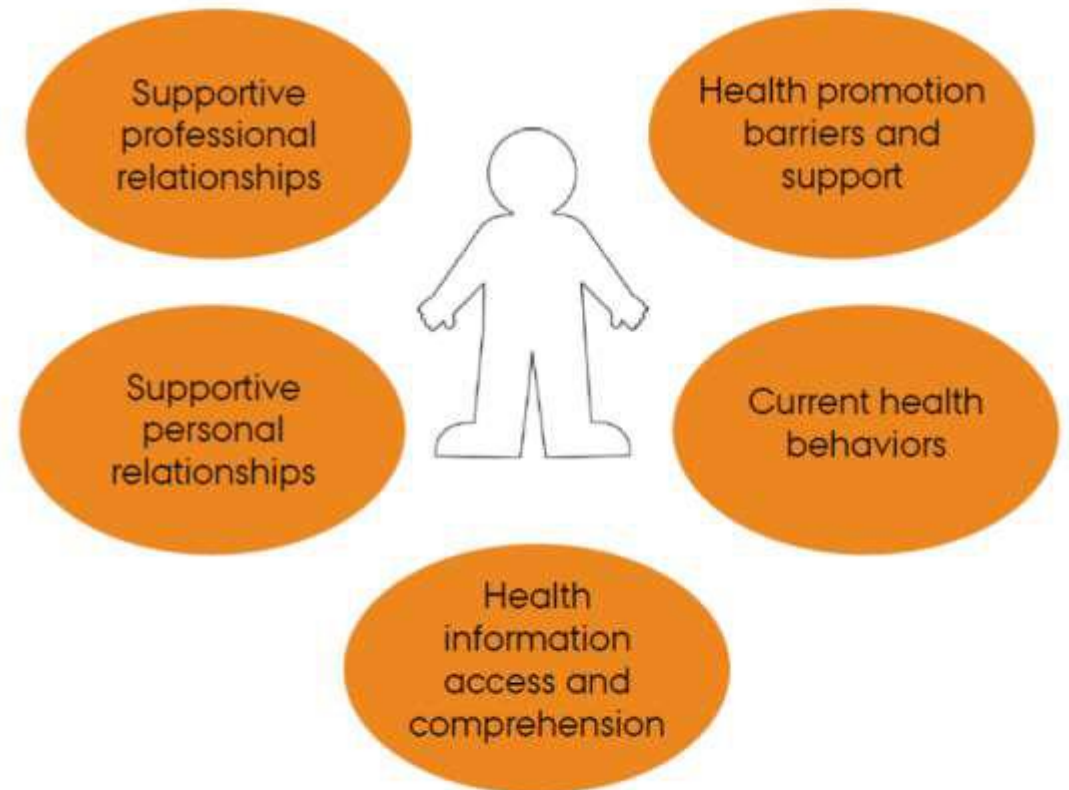
## Resultaten: concrete acties op alle niveaus

- Strategisch:
  - Health equity en HL implementeren in strategische documenten, onderdeel maken van kwaliteitsbeleid
- Managent:
  - Aandacht HL inbedden op afdeling, onderzoek naar patiënttevredenheid
- Professionals:
  - training in HL herkennen, tool implementeren om HL needs te identificeren, ...



# THE HEALTH LITERACY DOMAINS IN CHAT

- The conversational approach
- Health literacy in a multidimensional perspective
- Methodology (HLQ)



# RELEVANCE OF CHAT IN PRACTICE SETTINGS

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- ✓ Easy adaptable in healthcare environments
- ✓ Support health workers to engage with patients about specific health literacy strengths and challenges
- ✓ Questions in CHAT can interpret for immediate decision making in care plans
- ✓ Flexible design



## Voorlopige resultaten

- Helpt bij identificeren van moeilijkheden
- Kwetsbare patienten eerder in beeld
- Draagt bij aan veilige omgeving/vertrouwen

Maar: kost wel tijd (20-25 min)



ALLIANTIE

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# Meer weten?



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Randers Kommune



AARHUS  
UNIVERSITET

ALLIANTIE

GEZONDHEIDS-  
VAARDIGHEDEN

Nationaal  
beleid op  
health  
literacy



# Meer weten?

- **MAKING EUROPE HEALTH LITERATE BY 2025**

- Committee on Health Literacy and Self-Care presents their policy recommendations:
- Seven Actions to Promote Health Literacy and Self-Care in the Digital Era
- Filmpje: <https://www.healthparliament.eu/hlsc/>

- **IUHPE Global Working Group on Health Literacy - position paper:**

[https://www.researchgate.net/publication/329467998\\_IUHPE\\_Position\\_Statement\\_on\\_Health\\_Literacy\\_a\\_practical\\_vision\\_for\\_a\\_health\\_literate\\_world](https://www.researchgate.net/publication/329467998_IUHPE_Position_Statement_on_Health_Literacy_a_practical_vision_for_a_health_literate_world)





# Netwerken en Hollandse gezelligheid





# Lessons learned

Spring op de rijdende trein

Bevorderen gezondheidsvaardigheden én aanpassen systeem

Vertaal wetenschappelijke inzichten naar praktijk

Maak gebruik van bestaande tools

Vraag terug, vraag terug, vraag terug...

Inspirerende initiatieven:

- Klare Taal Keurmerk: Geen kritiek maar beloning (Ierland)
- Hertaling medische brieven (Duitsland)

Uitdagingen vragen om mondiale samenwerking

# Lessons learned

*Ik vond de spreker van de grand closing heel inspirerend over de uitdagingen van de toekomst en de mondiale samenwerking die daarbij nodig is.*

*Ik was bij een aantal sessies waar men echt zat te springen om concrete tools om iets te doen met lage gezondheidsvaardigheden binnen de eigen organisatie. Vond de opmerking vanuit de zaal bij de paneldiscussie “dat men te lang bleef hangen in de theorie” ook hier wel bij passend.*

*Op de conferentie heb ik mijn denken kunnen verbreden en verdiepen, door de ontmoetingen met mensen die zich vanuit een hele andere hoek over gezondheidsvaardigheden buigen.*

*Voor mij was de belangrijkste boodschap: we moeten toch echt meedoen aan M-POHL (Measuring Population and Organizational Health)*



En verder....

*Wild dansen op Ierse  
drankliederen doet veel goeds  
voor de samenwerkingsrelaties.  
Vermoed ik. En zo niet... nou ja,  
dan heb ik toch lekker gedanst :-)*







Volgende congres: 2021 in Oostenrijk

European Health Literacy Conference

