For internal use

## Ask me - Introducing our health literacy strategy

Health literacy is about how people understand information about health and health care, and how they apply that information to their lives, use it to make decisions and act on it.

Gold Coast Health is working hard to make it easy for anyone to find, understand and use information and services.

### We are working to:



Embed health literacy into systems

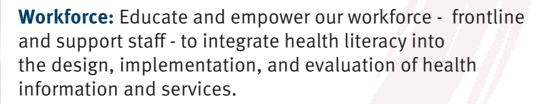


Make communication effective



Integrate health literacy into education

# As an organisation we commit to embedding health literacy with the -



**Consumers:** By helping our patients understand the information and services we are providing, they are more likely to experience better health outcomes.

**Community:** Improving health literacy will affect how people navigate the health system, seek support, understand their treatment and ongoing care, organise health care appointments, complete paperwork and more.

## Did you know?

About 60 per cent of Australians have low individual health literacy

## What you can do for health literacy

### **Know your patients**

- Don't assume understanding
- Listen
- Share decision-making

#### **Ensure understanding**



- Ask patients to repeat information
- Include patient's families and carers

#### Improve your knowledge

- Education and training enrol in a health literacy course on LOL: use intranet resources
- Speak with a member of the Health Literacy Steering Committee



