




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



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

- Encourage questions
- 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



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

Workforce: Educate and empower our workforce - frontline and support staff - to integrate health literacy into the design, implementation, and evaluation of health information and services.

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.