



Organizational Health Literacy

Responsiveness

– Making organizations fit for diversity

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Background. Health literacy has often been defined as individual knowledge, motivation and competence, but is also the dynamic result of the individual's interactions with health care providers and a complex and demanding health system. Health literacy responsive organizations make it easier for people to navigate, understand, and use information and services to take care of their health.

Aim. We aim to investigate the process of developing a comprehensive strategy on organizational health literacy responsiveness in a municipal rehabilitation unit in Denmark.

Methods. 'The Organizational Health Literacy Responsiveness Framework' (Org-HLR) describes health literacy responsive organizations within seven domains. During three workshops, we used the appertaining guide and tools to allow staff and management within the rehabilitation unit to reflect upon

(organizational) health literacy, self-assess their organizational health literacy responsiveness, develop, and prioritize ideas for improvement.

Results. Preliminary results confirm the Org-HLR's ability to guide the development of a multi-level long-term action plan with realistic goals for the development of organizational health literacy responsiveness. The bottom-up approach and co-creational strategy seems to support ownership and motivation increasing the likelihood of successful implementation.

Perspectives. In working towards more equitable services, organizations need to develop and apply many diverse, coordinated, and locally adapted strategies. This study's preliminary results confirms the Organizational Health Literacy Responsiveness (Org-HLR) framework as a suitable approach to guide these developments.