

**Title** Capital & Coast District Health Board  
 Children's Outpatient Clinic Health Literacy Action Plan Implementation

**Update** 10 October 2014

**Health Literacy Action Plan Summary**

| <b>Work streams</b>                           | <b>Owner</b>                          | <b>Due Date</b> | <b>Complete</b> |
|---|---------------------------------------|-----------------|-----------------|
| Next Stage Implementation Plan                | Maori Health Development Group (MHDG) | June 2014       | Oct 2014        |
| Health Literate Communication and Information | Patient Administration Service (PAS)  | Aug 2014        | July 2015       |
| Wayfinding Project                            | Children's Health Service (CHS)       | Aug 2014        | Dec 2015        |
| Patient and Whānau Centred Modes of Care      | Children's Health Service (CHS)       | Sept 2014       | Dec 2016        |
| Health Literacy Workforce Development         | Organisational Development (OD)       | Oct 2014        | Dec 2016        |

| <b>Workstream 1</b>  |  | <b>Next stage implementation plan</b>                |                        |               |  |
|--|--|--|------------------------|---------------|--|
| <b>Outcomes</b>  | Organisational Health Literacy Projects are identified within Children's Clinics and related services<br>Draft next stage action plan confirmed.<br>Key project partners are identified.<br>Initial project implementation timeframes confirmed.                                       |  |                        |               |  |
| <b>Activity</b>  | <b>Owner</b>   | <b>Start Date</b>                                    | <b>Completion Date</b> | <b>Status</b> |  |
| Identify initiatives to progress                           | CHS/ MHDG  | June 2014  | Aug 2014               |               |  |
| Next Steps Implementation Plan                             | MHDG   | June 2014  | Aug 2014               |               |  |
| Key stakeholders to finalise initiatives                   | CHS  | Aug 2014   | Sept 2014              |               |  |
| Next Steps Implementation Governance & reporting structure | CHS  | Sept 2014  | Sept 2014              |               |  |
| Initiative Action Plan submitted to Workbase               | MHDG   | June 2014  | Oct 2014               |               |  |
| <b>Workstream 2</b>  |  | <b>Health Literate Communication and Information</b> |                        |               |  |
| <b>Outcomes</b>  | Health literacy principles guide communication and information<br>Three Step Health Literacy approach used in communication with families<br>Improved letter personalisation<br>Consumer validation of improvements identified<br>Better referral process communication and engagement |  |                        |               |  |
| <b>Activity</b>  | <b>Owner</b>   | <b>Start Date</b>                                    | <b>Completion Date</b> | <b>Status</b> |  |
| Redesign appointment letter                                | PAS  | August 2014  | October 2014           |               |  |
| Review administrative and booking staff phone-scripts      | PAS  | August 2014  | February 2015          |               |  |
| Appointment text reminder alignment with other services    | PAS  | August 2014  | May 2015               |               |  |
| Redesign discharge letter                                  | CHS/ PAS   | November 2014  | September 2015         |               |  |
| Clinic letter redesign                                     | CHS/ PAS   | November 2014  | September 2015         |               |  |
| Staff training in three step health literacy approach      | OD   | Nov 2014   | July 2015              |               |  |
| Consumer validation of improvements identified             | Quality  | October 2014   | December 2015          |               |  |

| <b>Workstream 3</b>  |  | <b>'Wayfinding' Navigation and Information</b>  |                        |                          |  |
|--|--|---|------------------------|--------------------------|--|
| <b>Outcomes</b>  | More familiar language is used with wayfinding signage<br>More familiar language is used in clinic communication/information<br>Improved signage supports navigation to the Children's Clinics<br>Improved clinic wait time communication<br>Improved access to interpreter services by families<br>Consumer validation of improvements identified |   |                        |                          |  |
| <b>Activity</b>  | <b>Owner</b>   | <b>Start Date</b>                               | <b>Completion Date</b> | <b>Status</b>            |  |
| Service Rename   | CHS  | August 2014                                     | December 2015          | <input type="checkbox"/> |  |
| Signage to Children's Clinic   | Operations & Property  | October 2014                                    | December 2015          |                          |  |
| Clinic 'wait-time' signage   | CHS  | August 2014                                     | December 2014          |                          |  |
| Parking information alignment  | Operations & Property  | October 2014                                    | July 2015              |                          |  |
| Clinic information   | PAS  | October 2014                                    | December 2015          |                          |  |
| Interpreter Service Access   | PAS  | October 2014                                    | December 2014          |                          |  |
| Consumer validation of improvements identified   | Quality  | October 2014                                    | December 2015          |                          |  |
| <b>Workstream 4</b>  |  | <b>Patient and whānau centred modes of care</b> |                        |                          |  |
| <b>Outcomes</b>  | More familiar language is used with communication to support primary conversations<br>Strengthened patient and whānau centred care processes<br>Change the model of care for follow up with potential or repeat DNAs<br>Improved primary-secondary integration and partnership<br>Consumer validation of improvements identified                   |   |                        |                          |  |
| <b>Activity</b>  | <b>Owner</b>   | <b>Start Date</b>                               | <b>Completion Date</b> | <b>Status</b>            |  |
| Communication with patient and whānau  | CHS  | September 2014                                  | September 2015         |                          |  |
| 'Referred back to provider' DNA follow up process                                      | CHS  | September 2014                                  | September 2015         |                          |  |
| Health literacy approach guides referral purpose discussions with patient and families | CHS  | February 2015                                   | July 2016              |                          |  |

| <b>Workstream 4</b>  |  | <b>Patient and whānau centred modes of care</b> |                        |               |  |
|--|--|---|------------------------|---------------|--|
| Referral eligibility criteria communication with primary healthcare providers and patients/ whānau |  | CHS   | July 2015              |               |  |
| Appointment coordination for complex health needs and multiple appointments                        |  | CHS   | October 2014           |               |  |
| Review follow up guidelines for priority clinics   |  | CHS   | September 2014         | October 2015  |  |
| Clinic attendance support  |  | CHS   | October 2014           | August 2015   |  |
| Clinician-led DNA follow up  |  | CHS   | TBD                    |               |  |
| Consumer validation of improvements identified   |  | Quality   | October 2014           | December 2016 |  |
| Referral tracking integrated within the digital environment  |  | PAS   | TBD                    | December 2016 |  |
| Affirmative consumer experience  |  | Quality   | TBD                    |               |  |
| <b>Workstream 5</b>  |  | <b>Health Literacy Workforce Development</b>    |                        |               |  |
| <b>Outcomes</b>  | Whole of workforce health literacy professional development<br>Customer service communication training/ refresher linked to Quality Framework<br>Revised scripted training completed |   |                        |               |  |
| <b>Activity</b>  | <b>Owner</b>   | <b>Start Date</b>                               | <b>Completion Date</b> | <b>Status</b> |  |
| Glossary of standard terms in-service education  | OD/ CHS  | December 2014                                   | On going               |               |  |
| Glossary of standard terms reflected in all written and oral communication                         | CHS  | December 2014                                   | On going               |               |  |
| Share General Practice <i>Referral Packs</i>   | CHS  | December 2014                                   | On going               |               |  |
| Three step health literacy ('A.B.C') professional development                                      | OD   | December 2014                                   | TBD                    |               |  |
| Administrative and booking staff education   | PAS  | September 2014                                  | May 2015               |               |  |
| Customer service communication training/ refresher linked to Quality Framework                     | Quality  | TBD   |                        |               |  |