



## Health Literacy & Consumer Engagement

### Impact Report - Designing Easy to Read Resources, November 2019

The Designing Easy to Read Resources workshops aim to embed consumer engagement and feedback as part of the Health Literacy and Consumer Participation strategy for our PCP partners. The workshops were developed in response to the recommendations from the Health Literacy Environment Audits at five Hospitals / Health Services in 2015 - 2018.

The workshops combine theory and practice. Staff come out with a clearer understanding about health literacy, patient centred care, consumer centred resources and how to communicate at the level of the general public.

Sixteen very successful all-day workshops have been held in the last two years. 140 staff from forty-five Health, Community Service or Local Government organisations have attended.

- **Nine workshops** in Bendigo
- One each in **Boort, Heathcote, Kerang, Wedderburn, Ararat, Castlemaine and Echuca**. Ararat, Castlemaine and Echuca were organised by other regional PCP's on a fee for service basis
- Participants have come from a **wide range of disciplines**
- **46% from Hospital / Health Services, 17% Community Service Agencies, 17% Local Government, 10% Community Health**
- Participant diversity, both in organisation and discipline has led to a dynamic learning environment, **with many partnerships developed, strengthened and resourced**
- Bendigo sessions have had **large waiting lists**

### OUTCOME EVALUATION

**Immediate feedback** after completion of the training

**100% plan to embed the learnings in their workplace**

**100% would recommend the training to others**

**Medium term** (6 – 18 months post training)

**97% have embedded the learnings in their workplace**

**69% use the learnings daily or weekly (daily 26%, weekly 43%)**

The findings demonstrate that the training has been **extremely successful**, with very high impact on effective communication with consumers and patients.

### Comments from participants on the impact of the training on their practice:



#### For further details contact:

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