

Outcomes of a comprehensive Health Literacy Communication training for health professionals in three European Countries

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1 Background

- **Problem:** ineffective communication with patients can be due to insufficient health literacy competencies of health professionals.
- **Intervention:** a health literacy communication training to address functional, interactive and critical health literacy* (Kaper et al. 2017)



Question: does this training increase health literacy competencies of health professionals in three European countries?

2 Methods

- **Design:** pre-post intervention study in Italy (N=36), the Netherlands (N=39), Northern-Ireland (N=31).
- **Participants:** various health professionals (e.g. nursing, physiotherapy, health promotion, social work).
- **Health literacy (HL) training, incl. skills practice (8h):**
 1. health literacy knowledge,
 2. gathering & providing information > functional HL,
 3. shared-decision making > interactive HL,
 4. self-management > critical HL,
 5. applying communication skills in practice.
- **Outcomes:** self-rated health literacy knowledge, confidence and communication skills.
- **Questionnaires:** before (T1), immediately after (T2) and 6-12 weeks (T3) after training.

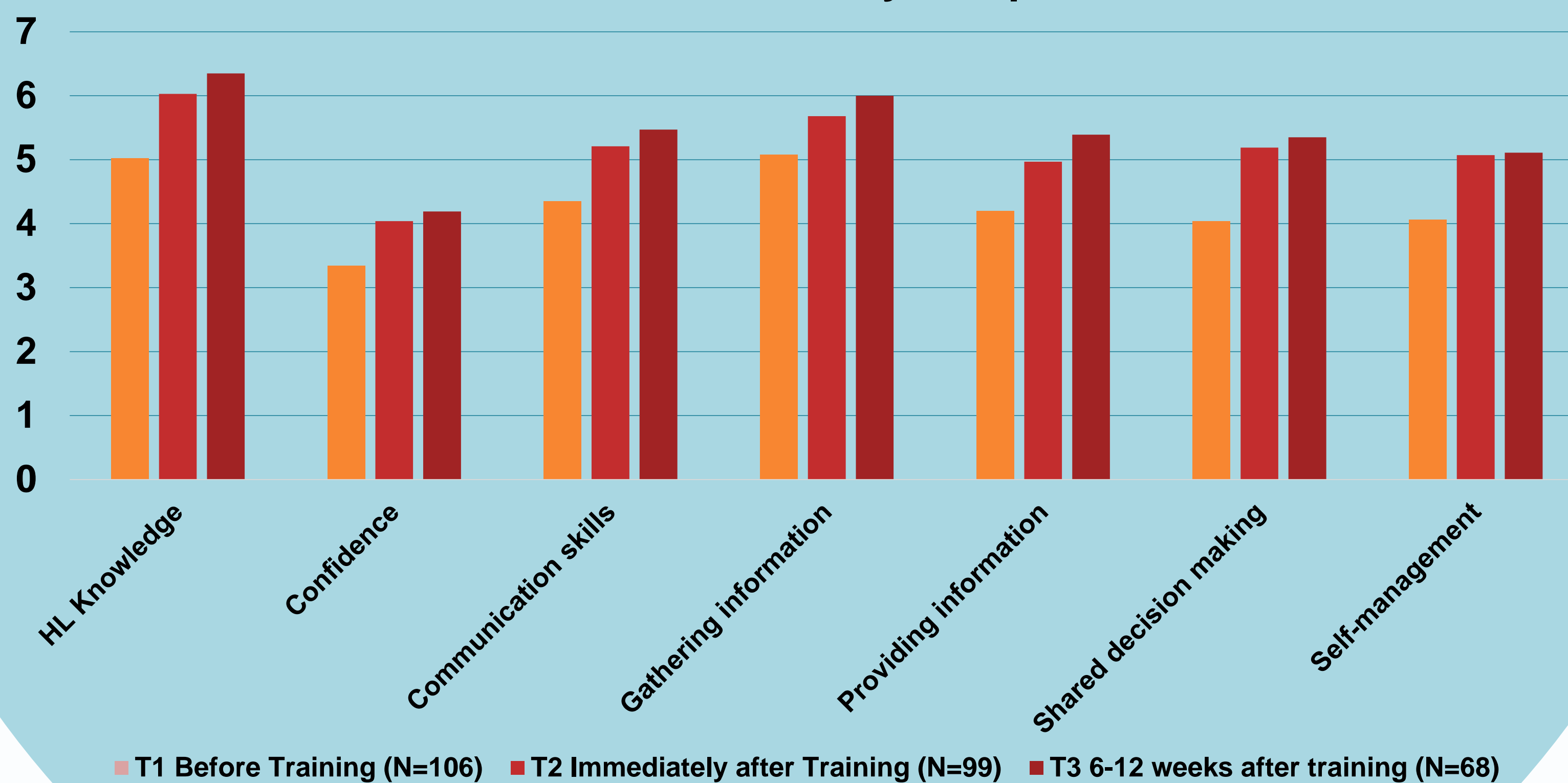
Future perspective



3 Results

- Professionals' health literacy competencies increased significantly after the training in all three countries
 - T2 compared to T1: all outcomes, $p < .001$.
- This improved competency lasted 6-12 weeks after the training
 - T3 compared to T1: all outcomes, $p < .001$.

Increased health literacy competencies



4 Conclusion

- **Conclusion:** this training increases competencies of professionals to address functional, interactive and critical HL with enduring effects 6-12 weeks at follow-up.
- **Limitation:** the study didn't have a control group, therefore outcomes may also stem from a time or learning effect.
- **Implications:** this training has potential for transfer into European health care education and practice.

*References

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