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| **Testing and refinement of the Organisational Health Literacy Responsiveness Self-Assessment (Org-HLR) Tool and Process** |
| **Background/Objectives**Health literacy refers to the skills and knowledge that influence a person’s ability to access, understand and use information to make health related decisions. The skills and knowledge people need are likely to depend on the complexity of their health needs and the demands health services place on them. Health and social service organisations can empower their clients and populations by ensuring they respond effectively to their health literacy needs. The aim of this study was to field-test the Org-HLR Self-Assessment Tool to determine its utility in assessing health literacy responsiveness and planning health literacy related improvement activities. **Methods**Four disparate health and social care organisations in Victoria, Australia, field-tested the Org-HLR Tool. Data were collected through direct observation, participant feedback and focus groups. 43 individuals participated in field-testing activities and 20 took part in focus group meetings. Prominent and relevant themes relating to the applicability and utility of the Org-HLR Self-Assessment Tool and process were identified.**Results**Overall, the assessment dimensions, sub-dimensions and performance indicators of the Org-HLR Tool were perceived as comprehensive, meaningful and appropriate. Field-testing resulted in refinements to the tool and process. Improvements were made to the rating criteria and descriptions within the tool, and more detailed instructions were incorporated to support the assessment process. Of the 135 original performance indicators, 28 were removed, 29 were rephrased to improve their clarity and four new indicators were added. The revised Org-HLR Self-Assessment Tool contains 6 dimensions, 22 sub-dimensions and 110 performance indicators. The Org-HLR tool and process were perceived as useful for assessing health literacy responsiveness, prioritising improvement activities, and establishing a benchmark for monitoring and evaluation of improvements over time. **Discussion**The Org-HLR Self-Assessment Tool was developed to support organisations to assess and improve their health literacy responsiveness. The testing with disparate organisations generated an improved Org-HLR Tool and assessment process, which is likely to have utility across a broad range of health and social service sector organisations. **Keywords**Health literacy responsiveness, self-assessment, quality improvement |