**Measuring organizational health literacy or health literacy sensitivity of systems / settings / organizations – assessment tools and experiences of implementation**

*A workshop co-organized with the Health Promotion Administration of the Ministry of Health in Taiwan*

**Objectives** (1850)

Research has demonstrates that in most countries a considerable proportion of the population has limited personal health literacy and that there is a social gradient of health literacy. Furthermore, research showed that limited health literacy of patients and citizens has detrimental effects on use and outcomes of health care, on people´s lifestyles and on their health. The gap of people´s health literacy in relation to systems demands and complexity cannot be bridged by learning of people alone, but systems / settings / organizations also have to be developed to become more sensitive to health literacy of their users and contribute to improving it. Therefore in the US the concept of the Health Literate Health Care Organization (HLHCO) has been developed by IOM to make health services more sensitive to the needs of patients with limited health literacy. This concept which has relevant consequences for tackling the health gap has been taken up in Europe, Asia and Australia and also applied to settings outside health care services. By a team in Vienna a more comprehensive model of a HLHCO fulfilling criteria of WHO´s health promoting setting approach has been developed and a set of standards and indicators according to quality management criteria (ISQUA) to measure the organizational health literacy of hospitals has been tested. This model and measurement tool has been further improved by an international working group of the international Health Promoting Hospitals and Health Services network.

In the workshop this and other assessment tools for organizational health literacy will be presented, the underlying concepts be explained and experiences of implementation be discussed, to allow participants from practice, policy and research to make informed choices on measuring organizational health literacy.

**Format** (200)

Short inputs by the session coordinator and trainers on concepts, assessment tools and experiences of implementation will be followed by questions, comments, additions by and discussions with the participants.

**Learning goals** (411)

1. To learn about the frameworks and concepts of organizational health literacy respective health literate systems / organizations / settings
2. To get an overview on existing assessment instruments
3. To share experiences on implementing the concept and instruments in different kinds of organizations
4. To share experiences on health policy support for systematic and sustainable implementation on the meso-level.