|  |
| --- |
| **The Characteristics of Healthcare Organizations and its Relationships with the Health Literacy among Health Care Consumers** |
| **Background/Objectives**  Health literacy must be an integral value represented in all aspects of planning and organization within health care settings. The characteristics of health care settings may also influence the practices of clinicians who interact with patients. The aims of our study was try to describe the relationship in health literacy between health care settings and their encounters.  **Methods**  Characteristics of healthcare settings included level, localization and public or private were recorded. Ability of promising health literacy practices by staffs of those settings were also surveyed. Mandarin Multidimensional Health Literacy Questionnaire (MMHLQ) was developed to measure health literacy of patients. The proposed scale covers the following five dimensions: accessing, understanding, appraising, and applying health information, and communication and interaction. Well-trained interviewers had conducted effective interview with outpatient encounters at different healthcare settings.  **Results**  There were 37 healthcare settings and 2,475 participants those providers served included. Participants from medical center, regional hospital, district hospital and primary care clinics were 753(30.4%), 1269(51.3%), 363(14.7%) and 90(3.6%) separately. Patients served in medical center got higher grades in aspects of accessing, appraising, and applying health information (p<0.05). In medical centers and regional hospitals, patients were also with higher level of health literacy and had more positive healthcare experiences than district hospitals and primary care clinics. Ability of staffs at definitive healthcare facilities were accordance with satisfaction of patients regarding the health literate environment supplied by healthcare settings they served.  **Discussion**  The characteristics of healthcare settings can indeed affect the satisfaction of health literate friendly environment in different patients they perceived. The effect is more pronounced for people with higher levels of health literacy.  **Keywords**  Health Literacy, Health literate Organization |