

Primary Health Care Experiences-1

Health Literacy Among Health Service Utilizers: Evaluation Of Health Literacy Practices Among Attendees Of Family Health Centers

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T.C. Sağlık Bakanlığı



Aim

- Under the primary health care experiences;
I- Health literacy in health services utilizers: Evaluation of behaviour on community health literacy,
II- Community health literacy levels and related factors (work done by TSOY-32)

Training Programme Development-Practice- Evaluation Studies

Needs Assessment studies



I. Evaluation of behaviour on community health literacy



II. Community health literacy level and related factors

III. Information , attitudes and behaviours about health literacy on health professionals

Development of training programs for health professionals

Training of trainers

Pre-test practices

Face to face and on-line training for health professionals

Post-test practices

Evaluation of training programme

Development and dissemination of training programs with revisions

I. Evaluation of behaviour on community health literacy

Aim

- Evaluation of health literacy practices of health professionals attendees of Family Health Centers over the age of 18

Yazı Tipi	İçerik	Paragraf	İçerik	Stiller
	<p>AİLE SAĞLIĞI MERKEZLERİ BAŞVURULARINDA SAĞLIK OKURYAZARLIĞI İLE İLGİLİ DAVRANIŞLARIN DEĞERLENDİRİLMESİ ÇALIŞMASI</p>			
	<p>Aile sağlığı merkezleri tarafından verilen sağlık hizmetlerini değerlendirmek ve hizmet kalitesini artırmak amacıyla Aile Sağlığı Bakanlığı ve Gazi Üniversitesi işbirliği ile çalışmalar yürütülmektedir. Bu ankete vereceğiniz cevaplar bu çalışma kapsamında kullanılacaktır. Bu anket ile kesinlikle ne size ne de aile hekiminize ait hiçbir kişisel bilgi toplanmayacaktır. Yöneltilen sorulara içtenlikle sizin için en doğru cevabı vermeniz sağlık hizmetlerinin kalitesinin artırılmasına yardımcı olacaktır. Katılımınız için teşekkür ederiz.</p>			
	<p>Anketin yapıldığı başvurudan önce en az bir kez bu sağlık kuruluşuna başvurmuş olanlar için uygulanacaktır.</p>			
	<p>Bu başvurunuzdan daha önce bu sağlık kuruluşuna hiç gelmiş miydiniz?</p> <ol style="list-style-type: none">1. Evet2. <u>Hayır</u> (anketi iptal ediniz)			
	<ol style="list-style-type: none">1. Doğum yılınızı söyler misiniz?.....2. Cinsiyet			

I. Evaluation of behavior on community health literacy

Methods

- the sample size is 625, 603 individuals could be reached (participation percentage is 96%)
- Sampling method: Attendees of Family Health Centers chosen by random sampling method (haphazard sampling), because of that design effect was adopted 2 in sample size calculation.

I. Evaluation of behaviour on community health literacy

Methods: The data source:

- «Evaluation Study of Behaviour Related to Health Literacy in Family Health Centers Attendees» survey form
- The questionnaire was created by the research team
 - There are 15 questions on the survey form;
 - About attendees identifying characteristics
 - Place of health institutions
 - Reasons
 - Other questions are about participants' thoughts about the approach of health professionals in family health centers
 - Likert scale (1 to 5) (never, rarely, sometimes, often, always)

I. Evaluation of behaviour on community health literacy

Results

- Participants
 - Average age $41,6 \pm 15,0$
 - Median 40 (min:16 ,max:83)
 - Individuals' first preference to attend when they have health problems:
 - %62,7 family physician -1st order
 - %27,7 public hospital- 2nd order

I. Evaluation of behaviour on community health literacy

Results; According to the participants' statements, health professionals;

- 94.6% - pay attention to patient privacy
- 92.3% - prepare occasions for patients to ask
- 92.1% - make statements clear
- 91,3% - give enough answers to questions
- 90,4% - seated
- 87,2%- explain how to use the drug
- 85,6%- listen carefully what they say
- 77.5% -appeal to the name
- 62,3% - explain adverse effects of drugs
- 21, 2 %- used medical terminology
- 16,6 %-speaked fastly
- 9,5% - he used picture, figure etc. while describing
- 11,4% - if necessary, he/she gives materials such as brochures or booklets

II. Level and Determinants of Health Literacy In Turkey

Aim

- Evaluation of health literacy levels and determinants attendees of Family Health Centers over the age of 18

TÜRKİYE SAĞLIK OKURYAZARLIĞI ÖLÇEĞİ-32 (TSOY-32)

Açıklama: Aşağıda sağlıkla ilgili çeşitli konular hakkında ifadeler bulunmaktadır. Lütfen her ifadede belirtilen konu için zorluk derecesini “çok zor/zor/kolay/çok kolay” seçeneklerinden sizin için uygun olanı seçerek (X) ile belirtiniz.

No	Çok kolaydan çok zora doğru derecelendirecek olursanız aşağıdakileri yapmak sizin için ne derece kolay/zordur?	1. Çok kolay	2. Kolay	3. Zor	4. Çok zor	5. Fikrim yok
1	Sağlığınızla ilgili bir <u>şikayetiniz</u> olduğunda, bunun bir hastalık belirtisi olup olmadığını araştırıp bulmak					
2	Sağlığınızla ilgili bir <u>şikayetiniz</u> olduğunda, bu konudaki herhangi bir yazıyı (broşür, kitapçık, afiş gibi) okuyup anlamak					
3	Sağlığınızla ilgili bir <u>şikayetiniz</u> olduğunda, bu konuda ailenizin ya da arkadaşlarınızın tavsiyelerinin güvenilir olup olmadığını değerlendirmek					

II. Level and Determinants of Health Literacy In Turkey

Methods

- the sample size is 2175 , 2139 individuals could be reached (participation percentage is 98%)
- Sampling method: systematic sampling method is used for attendees of Family Health Centers
- This research is a cross-sectional study, as a source of data TSOY-32 questionnaire is used and face to face interview is done
 - TSOY-32 is a self-report scale developed to evaluate the health literacy of people aged fifteen years and older and at least primary school graduated
 - Scale is based on the conceptual framework developed by European Health Literacy Research Consortium (HLS-EU CONSORTIUM, 2012)
 - The validation study of the scale in Turkish was done; The internal consistency (Cronbach's alpha) was evaluated. General internal consistency of the scale; was found to be 0.927

II. Level and Determinants of Health Literacy In Turkey

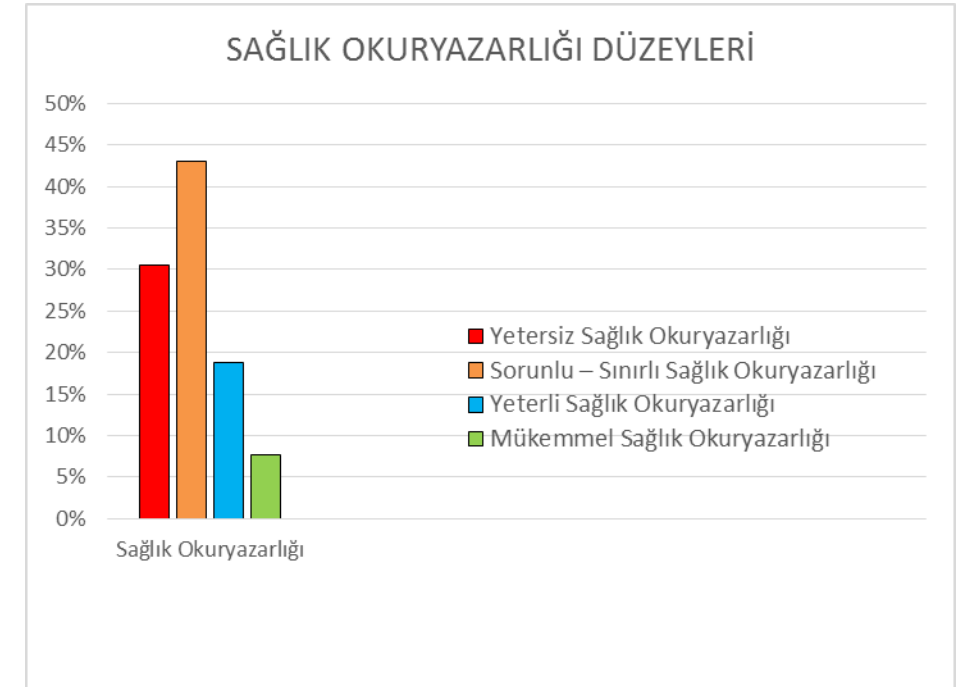
Results

- Age of the participants of survey;
 - 27,5% > 29 years
 - 22,9% 30-39 years
 - 19,9% 40-49 years
 - 22,8% 50-64 years
 - 6,6% ≥65 years of age
- 51,8% women,
- 64% married,
- Education level:
 - 37,3% university graduated
 - 33,8% high school graduated
 - 42% 1500-3000 TL of average household income

II. Level and Determinants of Health Literacy In Turkey

Distribution of individuals in the Health Literacy Level Research, Ankara, Turkey, 2016

	Number (n)	%*
Health Literacy Level (N=2139)		
Inadequate	641	30,5
Limited	904	43,0
Adequate	394	18,8
Excellent	162	7,7



II. Level and Determinants of Health Literacy In Turkey

Distribution of Effective factors of Individuals Health Literacy Level, Ankara, 2016.

Statistically significant differences were determined between the health literacy levels with respect to age, education level, household income (p = 0.001)

Affected Factors	RR	95% CI	P
Age	0,978	0,969-0,986	0,001
Marital status	0,983	0,841-1,150	0,832
Education level	1,505	1,347-1,681	0,001
Chronic disease condition	1,166	0,889-1,528	0,268
Household income	0,786	0,705-0,877	0,001

	B	P	%95 CI	
			Lower	Upper
Constant	27,665	0,001	25,195	30,136
Age	-0,082	0,001	-0,106	-0,058
Educational level	1,885	0,001	1,565	2,205
Household income	-1,485	0,001	-1,843	-1,128

In the linear regression model, age, educational level and income found effectively.

Conclusion

- Evaluation of behaviour related to health literacy and community assessment for the behaviour of health professionals;
 - Health professionals use medical terms, speak fast and do not use visual materials for explanation
- Level and Determinants of Health Literacy
 - A new study will be done to represent whole of Turkey
 - First time in Turkey, a great sample size (n=2139) of the level of health literacy as a valid scale: inadequate-identified limited health literacy level is 73.5%
 - The factors influencing the level of health literacy: age, education and income

Thank you...

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