

Summary

Background

Based on the HLS₁₉-AT results recommendations on strengthening health literacy were developed by a working group of the Austrian Health Literacy Alliance (ÖPGK) on behalf of the Expert Group of Public Health (Fachgruppe Public Health) within the Austrian healthcare reform process. The recommendations were discussed and consented with all working groups of the Austrian Health Literacy Alliance and the Expert Group of Public Health.

Recommendations

Develop and provide good health information

- » Use target-group specific channels to spread health information
- » Provide and interlink trustworthy and quality-assured health information
- » Make health information user-friendly
- » Improve health information on mental health

Strengthen digital health literacy

- » Reach out to people with low digital affinity and those who have a limited use of digital resources and provide digital and analogue support
- » Promote digital interaction with health care providers
- » Strengthen "critical" digital health literacy

Strengthen communicative health literacy in the health care system

- » Further develop and increasingly offer communication training for health care professionals
- » Integrate communicative health literacy into the education, training and continuing education of health professions
- » Provide structural support to ensure sufficient consultation time in the health care system
- » Promote communicative health literacy by empowering patients

Facilitate navigation in the health care system

- » Establish navigation aids
- » Make patients' rights more visible
- » Improve information on the health insurance coverage of examination and treatment costs
- » Improve information on the quality of health care services

Strengthen vaccination health literacy

- » Further develop (risk) communication on vaccination
- » Develop strategies for dealing with misinformation and false information
- » Engage occupational physicians and other health care professionals in companies as important multipliers
- » Facilitate easy access to vaccinations

Overarching recommendations to strengthen health literacy

- » Strengthen awareness raising and agenda setting for health literacy at the system level
- » Further develop legal regulations on health literacy
- » Build and enlarge capacity for health literacy implementation and research
- » Promote health literacy in organizations
- » Promote health literacy at the individual level
- » Establish regular health literacy surveys in the general population

Keywords

Health literacy, recommendations, Austrian Health Literacy Survey, HLS₁₉-AT