



Conversational Health Literacy Assessment Tool

The table below outlines 10 questions to consider using as part of your patient assessment.

<p>DOMAIN 1: SUPPORTIVE PROFESSIONAL RELATIONSHIPS</p> <p>Question 1: <i>Who do you usually see to help you look after your health?</i></p> <p>Question 2: <i>How difficult is it for you to speak with [that provider] about your health?</i></p>	
<p>These two questions identify if the patient has a healthcare provider/s they trust and with whom they can discuss all that they need to.</p> <p>Most patients will consider this to mean their GP, but it is worth asking if there are others who fulfill this role, such as community health workers, or practice nurses.</p>	<p>Prompts to find out more might include:</p> <ul style="list-style-type: none"> • “How easy is it for you to tell them everything that you need to about your [medication/condition]?” • “How easy is it for you to understand what they are telling you to do to manage your...?” • “Do you often ask questions about...?” • “Do you ask questions if you are not sure what they are telling you?”
<p>DOMAIN 2: SUPPORTIVE PERSONAL RELATIONSHIPS</p> <p>Question 3: <i>Aside from healthcare providers, who else do you talk with about your health?</i></p> <p>Question 4: <i>How comfortable are you to ask [that person] for help if you need it?</i></p>	
<p>These two questions identify if a patient has supportive personal relationships with family, friends or peers who can be relied upon to provide emotional or practical assistance for their health.</p> <p>If you have asked Questions 1 and 2, insert those specific examples instead of “healthcare providers”.</p>	<p>Prompts to find out more might include:</p> <ul style="list-style-type: none"> • “Are you able to ask that person for help to manage your [medications/ [health conditions] whenever you need to?”; • “How often do you need to ask that person to help you with...?”; • “Do you have any concerns about asking them for help with your...?”.
<p>DOMAIN 3: HEALTH INFORMATION ACCESS AND COMPREHENSION</p> <p>Question 5: <i>Where else do you get health information that you trust?</i></p> <p>Question 6: <i>How difficult is it for you to understand information about your health?</i></p>	
<p>These two questions identify whether patients have reliable sources of health information, and whether they understand that information well enough to put it into practice.</p>	<p>Prompts to find out more for question 5 might include:</p> <ul style="list-style-type: none"> • “Other than your GP, what other places do you get information from about...(for example, the internet or the TV or newspaper)?”; • “Who else would you ask about...?”; • “Do you feel you get enough information about...from the GP?”. <p>Prompts to find out more for question 6 might include:</p> <ul style="list-style-type: none"> • “Do you usually find it difficult or easy to understand how to...?”; • “When someone explains how to look after..., is that difficult or easy for you to understand? Why is this?”; • “Can you share a time when you felt well informed about your health? Why did that work?”
<p>DOMAIN 4: CURRENT HEALTH BEHAVIOURS</p> <p>Question 7: <i>What do you do to look after your health on a daily basis?</i></p> <p>Question 8: <i>What do you do to look after your health on a weekly basis?</i></p>	
<p>These two questions identify whether patients can effectively apply information to manage their health, and whether they prioritise health activities.</p> <p>Answers may indicate organisational or cognitive challenges for the patient, or difficulty understanding and applying information to their own situation.</p>	<p>Prompts to find out more might include:</p> <ul style="list-style-type: none"> • “Tell me about your daily routine for looking after your... For example, when you take your medications, have a rest time, eat your meals • Examples of weekly activities might include going for a walk 3 times a week, catching up with friends, or seeing a health professional regularly <p>Note: These questions may have already been answered as part of your clinical assessment and may not need to be asked again.</p>
<p>DOMAIN 5: HEALTH PROMOTION BARRIERS AND SUPPORT</p> <p>Question 9: <i>Thinking about the things you do to look after your health, what is difficult for you to keep doing on a regular basis?</i></p> <p>Question 10: <i>Thinking about the things you do to look after your health, what is going well for you?</i></p>	
<p>These two questions identify supports and challenges that the patient experiences when trying to maintain healthy behaviours and actions.</p>	<p>Prompts to find out more might include:</p> <ul style="list-style-type: none"> • “What are some of the things that make it difficult for you to look after...on a day to day basis”; • “What sort of things or people make it easier for you?”