Becoming a health literate organisation in New Zealand - a guide to reviewing your organisation

Developing the Guide

Some of the documents that informed the Guide

The Ten Attributes of Health Literate Health Care Organizations directly informed the development of the key framework for reviews, Six Dimensions of a Health Literate Organisation.

The Guide is designed to identify what your organisation is doing well and areas for improvement.

The Guide can be used in a number of ways to review
- whole organisation
- service
- strategy
- documents
- problem or issue.

The Guide can be used by an internal team, or by external consultants to carry out an independent review.

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Trialling the Guide

The Guide was trialled with

The purpose of the trial was to
- check the Guide was fit for purpose in a range of different contexts - children's outpatient services, oral health, type 2 diabetes in primary care
- get organisations to see the complexities experienced by patients and families by developing patient journeys
- expand understanding of why there might be a service issue or delivery problem
- point to possible solutions to make a difference.

The Guide is supported by

- a website
- videos
- templates
- patient journeys

Using the Guide


The Guide was internationally reviewed by Dr Rima Rudd, Senior Lecturer, School of Public Health, Harvard.

With additional input from Cindy Brach, MPH, Senior Health Policy Researcher, Agency for Healthcare Research and Quality and Dr Darren De Walt, MD, Associate Professor, School of Medicine, University of North Carolina at Chapel Hill.