

Partnering with consumers through NSQHS standards: Report on the digital health literacy train-the-trainer pilot in Cooktown

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# PARTNERING WITH CONSUMERS THROUGH NSQHS STANDARDS

## Report on the digital health literacy train-the-trainer pilot in Cooktown

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### **Background**

The current [National Safety and Quality Health Services Standards](#) (NSQHS) have a renewed focus on partnering with the patient as consumer. Cairns and Hinterland Hospital and Health Service (CHHHS) undertook accreditation in early 2019, and the Cairns Hospital Library and Knowledge Centre (LKC) has been increasingly proactive about finding opportunities to contribute to the Partnering with Consumers standard and improving the patient experience. The [Digital Health Literacy project](#), as funded by a grant to ALIA from ADHA, is relevant to this safety standard and therefore the LKC was interested in exploring what this project could offer CHHHS.

### **Pilot Training Session**

Cooktown was nominated as one of the locations for a pilot Train the Trainer workshop, and the closest opportunity for LKC involvement. With funding from HLA, a staff member was able to attend.

The attendee group at this workshop was very lively and engaged and asked the presenter a wide variety of in-depth questions. In several instances these were difficult for the trainer to answer. There was a representative from the ADHA also in attendance who was able to answer most of these questions, though some research was needed at times.

One significant issue that arose was the lack of phone reception in large areas of Far North QLD. This lack of phone reception makes it impossible for people to access

their account due to the authentication requirements to log in. Internet connectivity can also be problematic, especially in rural and remote locations.

The training didn't take as long as previously indicated, so time was also spent looking at sources of digital health information offered via the State Library of Queensland (who was contracted by ALIA to deliver the training). A lot of this information was only relevant to people directly liaising with the public, though it did provide the LKC staff member with an opportunity to showcase some resources the LKC team has created to support consumer health literacy.

## **Next Steps**

As a result of the training, the LKC is going to discuss further involvement with the CHHHS Executive Director of Medicine. With support, opportunities the LKC may investigate include:

- Dissemination of information to rural/remote healthcare facilities for staff information
- Facilitation of sessions with/dissemination of information to staff at larger facilities eg patient liaison officers
- Facilitation of sessions with independent health providers eg Indigenous healthcare organisations, Primary Health Networks etc
- Partnering with neighbouring public library networks to deliver information sessions to relevant groups

Attending the session in Cooktown was beneficial for the LKC. Making connections with the other participants was useful, as was attending in a town that experiences the same tech and tele issues as so many communities in the Far North. The LKC is very appreciative of the financial assistance HLA provided to enable one of our staff members to attend, and we hope to utilise our learnings in ways that are practical, useful and support the NSQHS standards.