

Acknowledgement

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In this presentation we used slides from the following HELPE presentation:

- Lecture_04-07_HL on micro meso marco level ILO 4

Health Literacy

Identification of barriers and strategies to overcome them

Learning outcomes

Students should be able to:

- identify barriers to health literacy
- evaluate the level of health literacy in older people
- develop strategies to overcome these barriers
- identify factors to be considered when choosing a health information source
- explain the (risk) factors that influence the clients' individual level of HL



Role of physiotherapists

- Recognize the signs of limited HL
- Identify clients HL level
- Adjust communication
- Develop and apply adequate intervention strategies

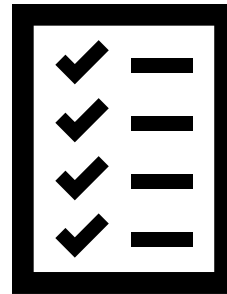


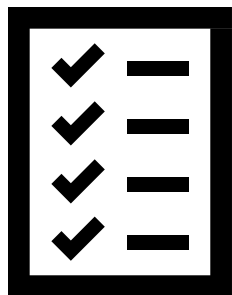
Image 1. Senior male patient meets therapist to receive medical consultation

Image 2. Healthy lifestyle

Signs of limited health literacy

- Incompletely or inadequately completed forms
- Frequently missed therapy appointments
- Inability/difficulty to name and take correctly medications
- Inability to follow instructions referred by other health professionals
- Inability to comprehend/complete their home exercise program, or disease management tasks
- Refusing to read written instructions or asking the therapist to read to them

Evaluation of the level of HL and strategies



- simplifying forms/improving the readability of printed information
- client-centered language and feedback conversations
- appropriate communication strategies
 - use plain language and clear sentences
 - ask questions
 - give feedback
 - “teach back” method

Evidence-based client education

- clarifying diagnostic uncertainties
- providing possible therapy options
- explaining the purpose and possible success of treatment
- clarifying associated risks and burdens
- informing about the patient's rights to refuse one treatment or choose alternative one
- support by developing problem-solving strategies

Adapt your attitude

Awareness of own attitude towards using health literacy communication skills and/ or teaching strategies

- plain language communication, which is the avoidance of medical jargon
- Teach-Back, which is a teaching strategy that has the patient teach back to the provider the information just presented to them and also include skills related to shared decision making and promoting selfmanagement

What should be considered when choosing a health information source?

The choice of health information source depends also on the specific cultural, sociodemographic and cognitive characteristics of the individual

To identify the preferred and the optimal source of health information for the individual client

To provide accurate and reliable health information resources in a compatible form



Which groups of people have a higher percentage of limited health literacy?

- People with financial deprivation
- People with low social status
- People with low education
- People with migration background
- Elderly people

Risk factors that may influence HL

- education level
- financial status
- social and socioeconomic conditions
- demographic and socio-political factors
- age
- language skills
- reading and arithmetic skills



- cultural and religious specificity
- chronic disease
- disease severity
- physical and cognitive abilities
- access to health education materials
- health-related experience
- parental influences

References

Image 1: [Senior male patient meet a therapist to receive medical consultation](#), Patient Service Unit, Department of Physiotherapy, Faculty of Allied Health Sciences, University of Peradeniya, Sri Lanka

Image 2: [Physiotherapeutic rehabilitation](#) by [mentalmind](#) from [shutterstock](#)

Literature 1

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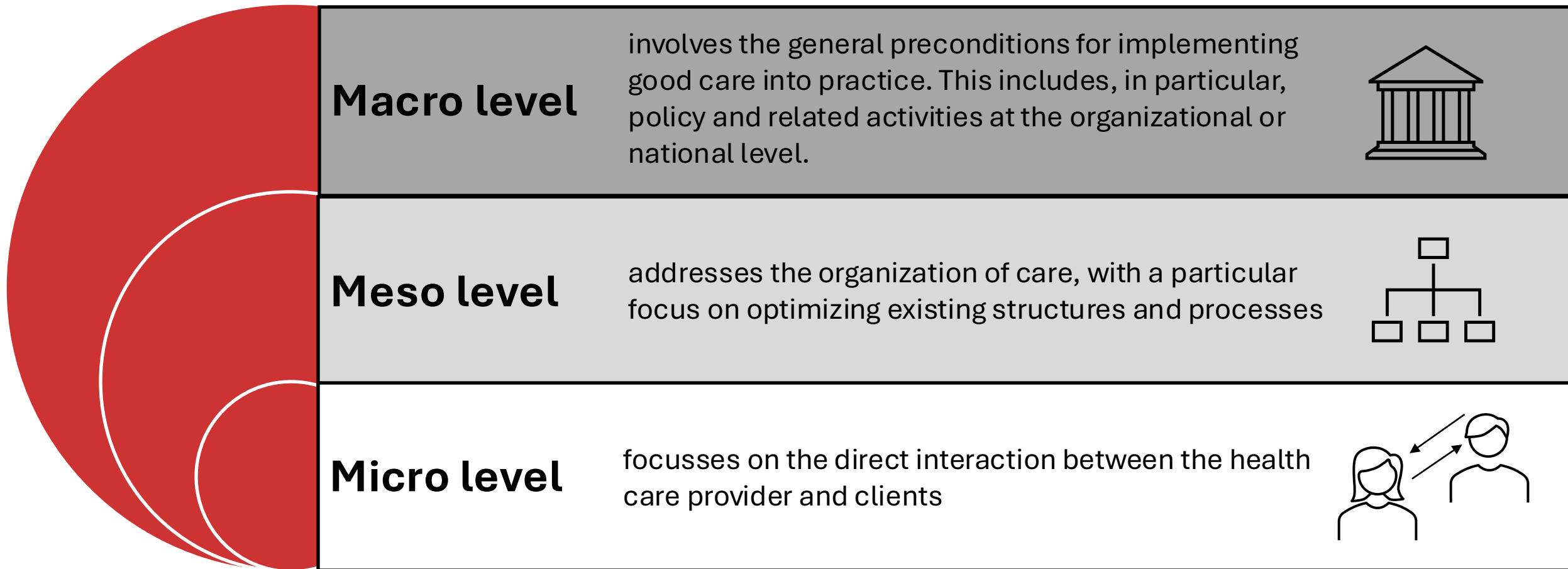
HL on meso-level

Learning outcomes

You are able to:

- elaborate different dimensions and criteria of organisational HL
- identify facilitators and barriers related to organisational HL dimensions
- describe how to promote an equitable access of Health Care (e.g. health information and services)

Levels of Health Literacy



HL on meso-level

- Health care systems have a complex nature and they are in rapid change and evolution.
- They are not always design according to the user's abilities, specially for limited HL patients.
- This makes them difficult to access and use.
- Health systems and health organizations do also have an important roll in health literacy. This is known as Organizational Health Literacy (OHL)

HL on meso-level

Organizational Health Literacy (OHL) is defined as:

- “The ability of health organizations to provide services and information that are easy to find, understand and use, to assist people in decision making, and to remove existing barriers to all individuals who are seeking services”
- “The way in which services, organisations and systems make health information and resources available and accessible to people according to health literacy strengths and limitations”

HL on meso-level

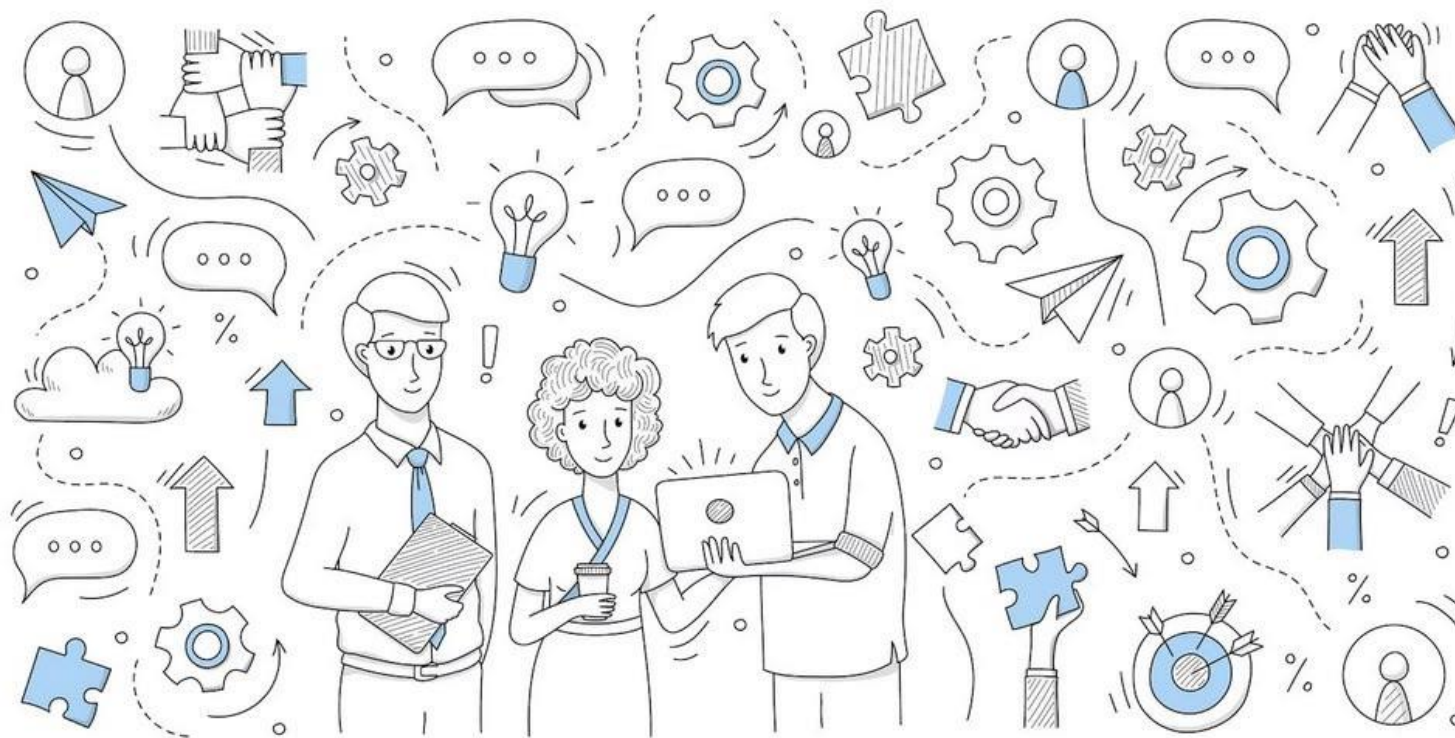


Image 1. Organisational structures of services and informations

HL on meso-level

Criteria characterizing health literate health care organizations:

- 1) Communication with service users
- 2) Easy access and navigation
- 3) Integration and prioritization of OHL
- 4) Assessments and organizational development
- 5) Engagement and support of service users
- 6) Information and qualification of staff

1) Communication with service users

- Education & information
- Easy to understand written materials
 - Printed materials
 - Forms
 - Webpage
- Verification of understanding

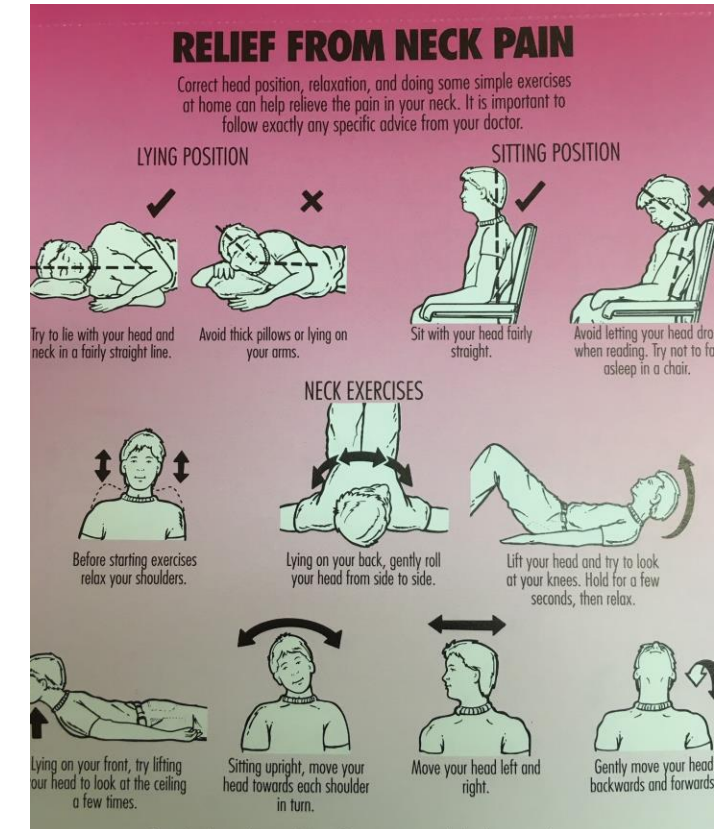


Image 2. Printed materials



Image 3. Exercise guides

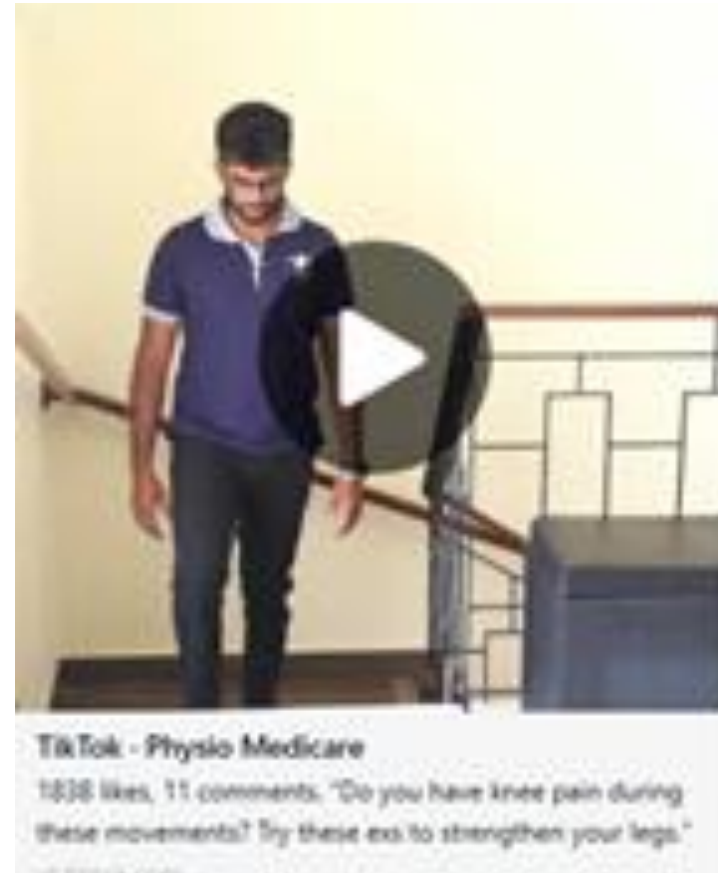


Image 4. Exercise guides as videos

2) Easy access and navigation

- Navigating health care services
 - Arrival
 - Wayfinding
 - Physical access
- Telephone & online navigation
- Provision of information & staff assistance



Image 5. Navigation

Physiotherapy Service Unit

Place which have a reputation for successful treatment and rehabilitation services

Musculoskeletal Physiotherapy	Neurological Physiotherapy and Rehabilitation
Paediatric Physiotherapy	Women's Health Physiotherapy
Geriatric Physiotherapy & Rehabilitation	Community Based Rehabilitation Services
Lung Function Testing	Cardio-pulmonary Rehabilitation
Sports Physiotherapy & Rehabilitation	Exercise Science & Movement Analysis Laboratory

Physiotherapy Service Unit

Open for you...
Monday to Friday
from 8.00am to 4.00pm

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திங்கள் முதல் வெள்ளி
வரை காலை 8.00 — மாலை 4.00 வரை

Contact us:
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Department of Physiotherapy
Faculty of Allied Health Sciences
University of Peradeniya



PHYSIOTHERAPY SERVICE UNIT



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Image. 6 Access to physiotherapy treatment centre

3) Integration and prioritization of OHL

- Commitment, integration into planning
- Dedication of resources
- Dissemination of OHL

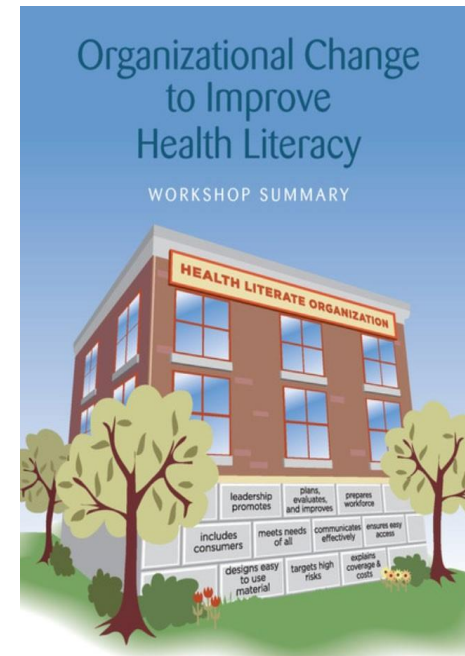


Image. 7 Brach et al. 2012]



Image 8. Plan actions

4) Assessments and organizational development

- Evaluation, assessment, research, quality management
- Needs identification
- Transformation & development



Image 9. Evaluation of the materials

5) Engagement and support of service users

- Consultation & engagement of service users
- Support for self-management
- Family & caregivers



Image 10. Home exercise leaflet



Image 11. Home exercise leaflet

6) Information and qualification of staff

- Organizational and individual health literacy of staff
- Communication techniques
- Professional development



WORKSHOP ON DRY NEEDLING (BASIC & ADVANCED)

Workshop to equip the participant with hands-on skills and knowledge related to Dry Needling

The course focuses on Introduction & Basic Techniques, Superficial Dry Needling, Deep Dry Needling, Fascial Dry Needling, Scaris Dry Needling and Needling for Neural Issues

The Course is Internationally Approved by: **ICRPS** Kinesiology Institute for Performance Specialists - USA

Resource Person: **Dr. Piyush Jain**
Director, Global Academic Mobility (Institute for Needling Techniques) Book Author of "Manual of Dry Needling Techniques" Book, networks across the field of musculoskeletal and the management of Dry Needling

Organized by: ALLIANCE ASSOCIATION OF DEPARTMENT OF PHYSIOTHERAPY FACULTY OF ALLIED HEALTH SCIENCES UNIVERSITY OF PERADENIYA

27th - 29th September 2022

Topic: Professional Institute of Education (PQTE) University of Peradeniya

Course fee: Rs. 25,000.00 (for Members of AACP - Rs. 22,500.00)

Course fee includes: Certificate, Course materials, Dry Needle Kit, Lunch & Refreshments

For more Details: 0775761567

FOR REGISTRATION LINK SCAN THE QR CODE

Closing Date: 20.09.2022
Limited Seats Available

Image 12. CPD



04th Peradeniya University 2022 Physiotherapy Congress
"Global trends and advancements in Physiotherapy in the Modern era"
16th - 19th December 2022

The Department of Physiotherapy, Faculty of Allied Health Sciences, University of Peradeniya, Sri Lanka organizes the 04th Peradeniya University Physiotherapy Congress - 2022 from 16th - 19th December 2022 at the Faculty of Allied Health Sciences, University of Peradeniya. Theme of the congress is "Global Trends and advancements in Physiotherapy in the Modern Era".

The congress is a congregation of national and international eminent speakers from various reputed organizations with their talks enlightening the gathering. Highlights of the congress are Keynote lecture, Guest lectures, Research session and congress workshop - Hand on Workshop on Dry Needling.

The conference invites all the participants to attend and share their insights on global trends and advancements in the field of Physiotherapy

Abstract Submission Closes: 02.12.2022 **Registration Closes: 10.12.2022**

Scientific Session 16th December 2022
Ceremonial Inauguration
Keynote Lecture
Guest Lectures
Research Session

Hands on Workshop on Dry Needling
Basic Level 16 - 17 December
Advanced Level 18 - 19 December

Keynote Speaker
Prof. Narasimman Swaminathan
Professor in Physiotherapy
Faculty of Allied Health Sciences
Sri Ramachandra Medical College and Research Institute, Chennai, India

Guest Speakers
Professor Dr. Aleksandr Krasishchikov
Exercise and Sports Science Programme
School of Health Sciences
Universiti Sains Malaysia, MALAYSIA

Dr. Durga Prathap
CEO at Dr. GO Physiotherapy - Punjab
Former Assistant Professor
Lovely Professional University
India

Resource Person: **Dr. Piyush Jain**
PhD Scholar, MPT, CPT (Germany)
Director, Global Academic Mobility
Former Head, Department of Physiotherapy,
Jawahar National University, India
Internationally Certified Dry Needling Practitioner (South Africa)
Author of "Manual of Dry Needling Techniques" Book
Instructor in more than 100+ International workshops on Knowledge Training and Dry Needling

REGISTRATION

Full Registration Includes Scientific Session, Workshop on Dry Needling - Basic & Advanced Level - Including Workshop materials, Dry Needle Full Kit, Certificate, Lunch & Refreshments during the congress days	Rs. 20,000.00
Registration fee for Selected Sessions Scientific Session only Certificate and Lunch & Refreshment during congress day	Rs. 5000.00
Workshop on Dry Needling BASIC LEVEL - Rs. 12000.00 Advanced Level - Rs. 12000.00 (Includes Workshop on Dry Needling - Including Workshop materials, Dry Needle Full Kit, Certificate, Lunch & Refreshment during the congress days)	

Closing Date :- 10th December 2022

Download Registration form at congress website: ahs.pdn.ac.lk and send your filled registration form to peraphysiocon2022@gmail.com

For more details;
S. Mayoaran
Senior Lecturer/ Congress Secretary
0775761567 / 0813999623
E-mail : peraphysiocon2022@gmail.com
Website: ahs.pdn.ac.lk

Call for Abstracts
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Biomechanics
Geriatric Physiotherapy
Physiotherapy in Women's Health
Disability Rehabilitation
For guidelines to submit the abstract Visit - ahs.pdn.ac.lk
Submission Deadline: 02.12.2022

**Department of Physiotherapy, Faculty of Allied Health Sciences
University of Peradeniya**

Image 13. CPD

References

- Image 1: [Organisation structures of services and information](#) designed by ypklyak, free-license by [freepik](#)
- Image 2: Physiotherapy Advice & Exercise Brochures by Dr. Kapil Bhakshi
<https://bakshiortho.com/physiotherapy-advice-exercise-brochure/>
- Image 3: Exercises guide <https://www.physiomedicare.com>
- Image 4: Exercises guide as a video <https://www.physiomedicare.com>
- Image 5. [Navigation](#) designed by pch.vector, free-license by [freepik](#)
- Image. 6 Access to physiotherapy treatment centre. A leaflet of the Physiotherapy Service Unit, University of Peradeniya. Sri Lanka
- Image 7: Brach, C., Keller, D., Hernandez, L. M., Baur, C., Parker, R., Dreyer, B., . . . Schillinger, D. (2012). Ten attributes of health literate health care organizations. *NAM Perspectives*
- Image 8. [Plan actions](#) designed by kittyvector, free-license by [freepik](#)
- Image 9. [Evaluation](#) designed by pch.vector, free-license by [freepik](#)

References

- Image 10. Leaflets by <https://www.physiomedicare.com>
- Image 11: Leaflets by <https://www.physiomedicare.com>
- Image 12. Flyers of the workshops organized by the Department of Physiotherapy, Faculty of Allied Health Sciences, University of Peradeniya Sri Lanka
- Image 13. Flyers of the workshops organized by the Department of Physiotherapy, Faculty of Allied Health Sciences, University of Peradeniya Sri Lanka

Literature

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HL on macro-level

Learning outcomes

Students should be able to:

identify the role of

- Governance
- Workforce development
- Partnerships
- Organizational and institutional capacities for interventions in HL on the macro-level

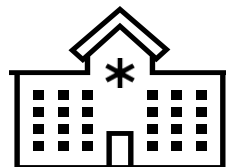
HL on macro-level

Macro level



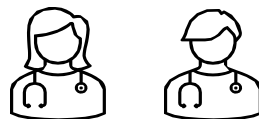
National level

Meso level



Health care systems (Hospitals,
public and private clinics, ...)

Micro level



Professionals (Physiotherapists,
doctors, nurses...)

HL on macro-level

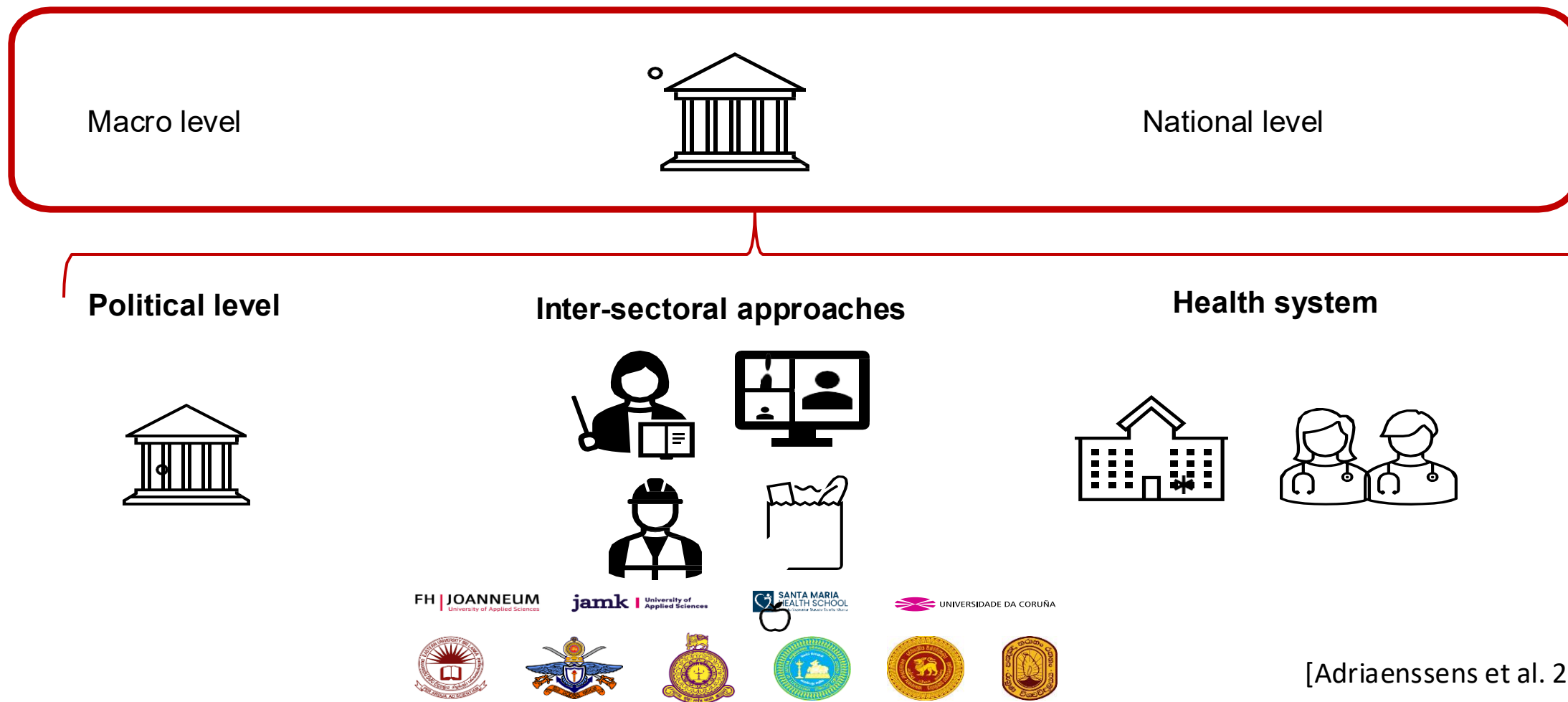
- In the action of improving HL of the population, it is crucial that governments and health providers recognise their role.
- There is a need for national HL policies.
- This includes changes in societal values and political ideologies, demographic trends and economic patterns.

HL on macro-level - example



Image 1 and 2. Leaflets for general public by the Nutrition division, Ministry of Health

HL on macro-level



Interventions to improve HL on the macro level:

- Governance
- Workforce development
- Partnerships
- Organizational and institutional capacities

Governanc

e Embedding HL in:

- Government legislation, policies and plans
- Quality standards and funding mechanisms
- Providing reliable HL information to the public:
 - Official information portals
 - Education and social marketing campaigns
 - Guidance on objective health information for the media
- Promotion of patient's empowerment
 - Community-based initiatives
 - Self-management, shared decision making
- Investment in eHealth Literacy and Digital Literacy

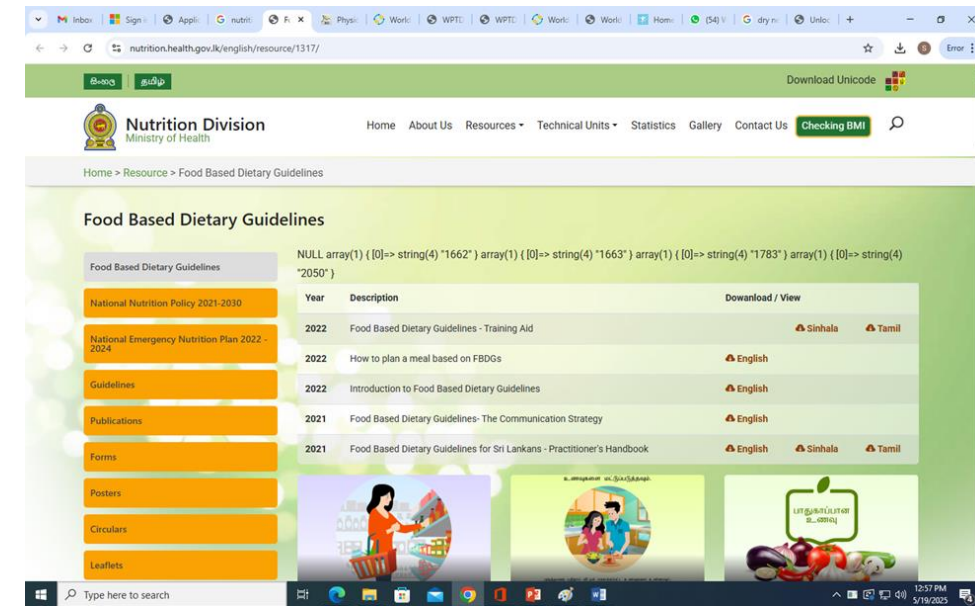


Image 3. Information portals by the government

Workforce development

- Awareness and promotion of HL
- HL competences and skills in all healthcare professionals
- Nationwide network for knowledge exchange
- Tools and guidelines to adapt public health information, campaigns and projects to the needs of the targeted public

	Overview
	Module 1 Conducting a comprehensive assessment
	Module 2 Establishing stakeholder engagement and governance mechanisms
	Module 3 Establishing a framework for action
	Module 4 Developing an implementation plan
	Module 5 Evaluating the implementation of a multisectoral action plan

Image 4. WHO. <https://apps.who.int/ncd-multisectoral-plantool/>

Partnerships

- Generate an interest for HL in the civil society and the associative sector.



Image 5. Making collaborations

Organizational and institutional capacities

- HL-friendliness into policies, procedures and quality standards for all healthcare institutions and organisations.
- Practical toolkits for self-assessment of the level of organisational HL within healthcare settings (and in primary care).
- Collaboration with patients' organisations and citizens' panels to explore ways to strengthen relationships between healthcare institutions and users.

References

- Image 1: Leaflets for general public by the Nutrition division, Ministry of Health <https://nutrition.health.gov.lk/english/resource/1317/>
- Image 2: Leaflets for general public by the Nutrition division, Ministry of Health <https://nutrition.health.gov.lk/english/resource/1317/>
- Image 3. Information portals at the Nutrition division, Ministry of Health <https://nutrition.health.gov.lk/english/resource/1317/>
- Image 4. WHO. <https://apps.who.int/ncd-multisectoral-plantool/>
- Image 5. <https://www.ft.lk/news/Engaging-civil-society-to-further-support-education-system-in-Sri-Lanka/56-770600>

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THANK YOU