

Measure to Assess Health Literate Organization (MAHLO-76)

This questionnaire was developed to assess health literate organization in hospital settings. The findings of the research by this questionnaire can be provided the clear base for planning, implementing, and evaluating interventions aimed at promoting health literacy in hospital setting.

- 1- Age: years
- 2- Gender: Male ☐ Female ☐
- 3- Education: Bachelor's degree ☐ Master's degree ☐ PhD ☐ Professional Doctorate ☐
- 4- Field of study:
- 5- Organizational position:
- 6- Work experience: years
- 7- How many years have you held a managerial position during your career, whether continuously or intermittently:
..... years
- 8- Which department of the hospital do you work in:
- 9- What type of contract do you have: Permanent☐ Temporary☐ Part-time☐ Contract-based☐
- 10- Type of hospitals you have been worked (you can mark more than one place): Government (Public)☐ Private ☐
Charity☐

In each section, evaluate the extent to which the following items match the hospital where you currently work and determine to what extent these items exist in your hospital.

1- These questions assess the facilitate access to information and services

No.	Questions	To a Very Large Extent	Large Extent	Moderately Extent	Little Extent	Very Little Extent	Rarely	Not at All
1	In your hospital, navigation is facilitated for illiterate people.							
2	In your hospital, appropriate technology is accreted for navigation.							
3	In your hospital, there are clear colored wayfinding lines for navigation.							
4	In your hospital, wayfinding assistant staff are present to facilitate navigation.							
5	In your hospital, there is sufficient information in the elevators for navigation							
6	In your hospital, information related to admission and discharge processes is available to patients.							
7	In your hospital, the information unit provides information to patients effectively and transparently.							

2- These questions assess the health promotion approach in the hospital

No.	Questions	To a Very Large Extent	Large Extent	Moderately Extent	Little Extent	Very Little Extent	Rarely	Not at All
1	In your hospital, sufficient information is provided to clients regarding health promotion and disease prevention.							
2	In your hospital, sufficient education is provided to patients regarding self-care after discharge.							
3	In your hospital, sufficient education is provided to patients regarding self-care during hospitalization.							
4	In your hospital, sufficient information is provided to patients regarding the laws and regulations of the health system.							
5	In your hospital, sufficient information is provided to patients regarding treatment processes transparently							
6	In your hospital, sufficient information is provided to patients regarding the hospital regulations.							

3- These questions assess the health literacy-oriented programs

No.	Questions	To a Very Large Extent	Large Extent	Moderately Extent	Little Extent	Very Little Extent	Rarely	Not at All
1	In your hospital, health literacy is considered in the strategic plan and operational plans.							
2	In your hospital, health literacy is considered in hospital quality improvement programs.							
3	In your hospital, service quality improvement is planned based on the patients' health literacy level.							
4	In your hospital, the effectiveness of patient education is evaluated.							
5	In your hospital, health literacy-based activities are evaluated in hospital accreditation.							
6	In your hospital, root cause analysis of errors caused by ineffective staff communication is performed.							
7	In your hospital, attention and adherence to patients' health literacy are considered in the evaluation of individuals, departments and hospital units.							

4- These questions assess the provision of diverse and innovative understandable media

No.	Questions	To a Very Large Extent	Large Extent	Moderately Extent	Little Extent	Very Little Extent	Rarely	Not at All
1	In your hospital, social media is used to educate patients.							
2	In your hospital, Advanced technologies are used to educate patients.							
3	In your hospital, visually comprehensible media is used to educate patients.							
4	In your hospital, plain language written media is used to educate patients.							
5	In your hospital, educational videos are developed and made available to patients for their learning.							
6	In your hospital, the production of media is based on rigorous scientific methods.							
7	In your hospital, educational materials and media are developed based on the needs of the clients.							

5- These questions assess safety-based management in the hospital

No.	Questions	To a Very Large Extent	Large Extent	Moderately Extent	Little Extent	Very Little Extent	Rarely	Not at All
1	In your hospital, informed consent forms for invasive procedures are understandable to patients.							
2	In your hospital, patients are given sufficient information regarding the selected treatment method before obtaining informed consent.							
3	In your hospital, patients are given sufficient information about alternative treatments to invasive procedures before consent is obtained.							
4	In your hospital, patients are given sufficient explanations about the likelihood of success and benefits of the treatment method.							
5	In your hospital, patients are educated regarding the use of medications (education about the brand name of the drugs, how to take them, and side effects of the drugs).							
6	In your hospital, patient discharge is carried out safely (education is provided on warning signs and symptoms, how to take medications, the next follow-up visit, follow-up on pending test results, and self-care at home).							
7	In your hospital, effective communication is established between healthcare staff during care transitions (shift changes, patient transfers within treatment wards, etc.).							

6- These questions assess delivery of participatory services in the hospital

No.	Questions	To a Very Large Extent	Large Extent	Moderately Extent	Little Extent	Very Little Extent	Rarely	Not at All
1	In your hospital, patients' participation is used to pre-test educational content and media.							
2	In your hospital, patients are being involved in conducting group education classes.							
3	In your hospital, patients help in conveying their shared experiences with other patients.							
4	In your hospital, feedback is obtained from service recipients regarding the quality of the educational programs content.							
5	In your hospital, surveys are conducted with service recipients regarding the quality of staff communication.							
6	In your hospital, service recipients are asked for feedback regarding the media and educational materials.							

7- These questions assess the health literacy-oriented workforce training

No.	Questions	To a Very Large Extent	Large Extent	Moderately Extent	Little Extent	Very Little Extent	Rarely	Not at All
1	In your hospital, continuing education programs on health literacy are held for staff.							
2	In your hospital, continuous evaluation of staff health literacy skill is conducted.							
3	In your hospital, the effectiveness of health literacy training programs for staff is evaluated.							

8- These questions assess the workforce training for patient education

No.	Questions	To a Very Large Extent	Large Extent	Moderately Extent	Little Extent	Very Little Extent	Rarely	Not at All
1	In your hospital, the staff possesses adequate scientific knowledge to educate patients.							
2	In your hospital, the staff receives training to establish effective communication with patients.							
3	In your hospital, staff are trained in "patient education methods".							
4	In your hospital, staff receive the necessary training to improve their scientific knowledge.							
5	In your hospital, staff are provided with reliable and standardized scientific resources to deliver uniform and correct patient education.							

9- These questions assess interpersonal communication in the hospital

No.	Questions	To a Very Large Extent	Large Extent	Moderately Extent	Little Extent	Very Little Extent	Rarely	Not at All
1	In your hospital, effective communication methods are available for patients who do not know Persian.							
2	In your hospital, effective communication methods are provided for the illiterate and low-literate.							
3	In your hospital, staff do not use jargon when communicating with patients.							
4	In your hospital, facilitating communication technologies, such as interactive display screens, are used.							
5	In your hospital, visual media is used to facilitate patient education.							
6	In your hospital, models and three-dimensional models are used to facilitate patient education.							

10- These questions assess health literacy-oriented leadership in the hospital

No.	Questions	To a Very Large Extent	Large Extent	Moderately Extent	Little Extent	Very Little Extent	Rarely	Not at All
1	In your hospital, laws have been established in the hospital that obligate staff to respond to the health needs of clients.							
2	In your hospital, a culture of valuing clients is dominant.							
3	In your hospital, responsive to patients is an organizational value.							
4	In your hospital, patient education is an organizational value.							
5	In your hospital, a culture of commitment to patient responsiveness prevails among hospital staff.							
6	In your hospital, the hospital management team oversees the implementation of health literacy guidelines within the hospital.							
7	In your hospital, the management team allocates adequate financial resources to patient education programs and media production.							

11- These questions assess providing the clear information on costs and insurances

No.	Questions	To a Very Large Extent	Large Extent	Moderately Extent	Little Extent	Very Little Extent	Rarely	Not at All
1	In your hospital, information regarding insurances and the scope of covered services is communicated in a clear and understandable manner.							
2	In your hospital, sufficient explanations are provided to clients regarding the possibility and conditions of using supplementary insurance.							
3	In your hospital, the use of supplementary insurances along with basic insurances is facilitated at the time of receiving services.							
4	In your hospital, clients are provided with clear and sufficient information regarding the costs of treatment before admission and receipt of services.							
5	In your hospital, clients are provided with clear and sufficient information regarding the costs of accommodation (cost per day bed) at the time of admission.							

12- These questions assess delivery of literacy appropriate services

No.	Questions	To a Very Large Extent	Large Extent	Moderately Extent	Little Extent	Very Little Extent	Rarely	Not at All
1	In your hospital, simple and patient-friendly equipment is provided (such as bed that the height of it can be reduced for people who are inexperienced in using a bed).							
2	In your hospital, educational materials and media are provided in multiple languages.							
3	In your hospital, assistance is provided for people who are unable to fill out forms.							
4	In your hospital, audiovisual media are provided as an alternative to written media for people with limited literacy.							
5	In your hospital, visual educational media in very simple language are provided for people with limited literacy.							

13- These questions assess respecting the clients in the hospital

No.	Questions	To a Very Large Extent	Large Extent	Moderately Extent	Little Extent	Very Little Extent	Rarely	Not at All
1	In your hospital, doctors are responsive to patients and their companions.							
2	In your hospital, staff are committed to responding to patients.							
3	In your hospital, staff are accountable for providing services to patients and ensuring their health.							
4	In your hospital, staff maintain the dignity and respect for patients.							
5	In your hospital, staff value the needs of patients.							

Note: *According to the recommendation of the editorial team of the journal, the final version of the questionnaire was translated into English by one of the authors and provided as an attachment. Obviously, in order to be used in other context such as the English-speaking target population, it requires psychometric assessment.*