

Background

- Health literacy is “...the cognitive and social skills which determine the motivation and ability of individuals to gain access to, understand and use information in ways which promote and maintain health.”
- Over 25% of dialysis patients have low health literacy
- There is greater prevalence, higher mortality, and more rapid progression of Chronic Kidney Disease (CKD) in people with lower health literacy and from culturally and linguistically diverse backgrounds
- Health literacy interventions show they support better self-management and engagement in shared decision-making, more efficient health care service use, and improved health behaviour and quality of life in other chronic disease.
- There is a lack of health literacy interventions in the CKD context

Aims

- We developed a cross-platform application (the “SUCCESS app”) to support Australian adults with kidney failure requiring dialysis to actively participate in self-management and decision-making.

Methods

- The development team comprised members of diverse backgrounds and expertise, including nursing, allied health, psychology, epidemiology, nephrology, IT and consumer representatives
- Content areas: Diet, Fluids, Exercise, Medicines, Emotional Support
- App content was informed by a conceptual model of health literacy; reducing complexity of information plus building skills necessary to access, understand and act (Figure 1)

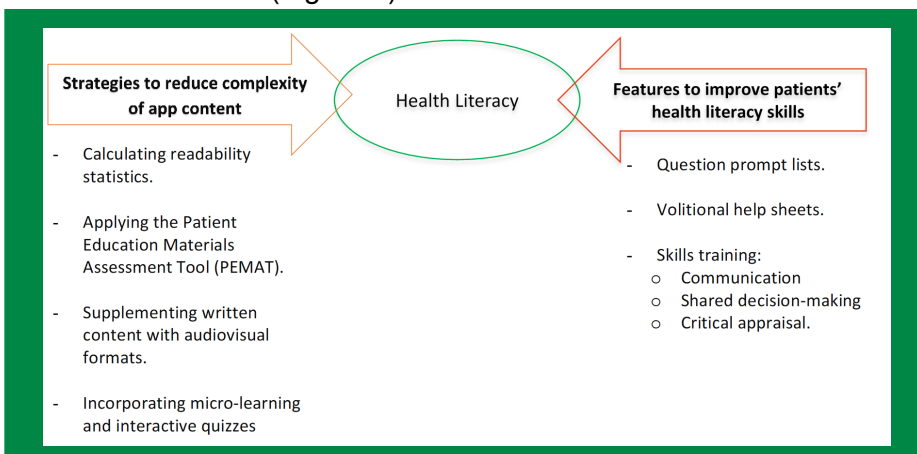


Figure 1. Strategies and features to address health literacy in the SUCCESS app

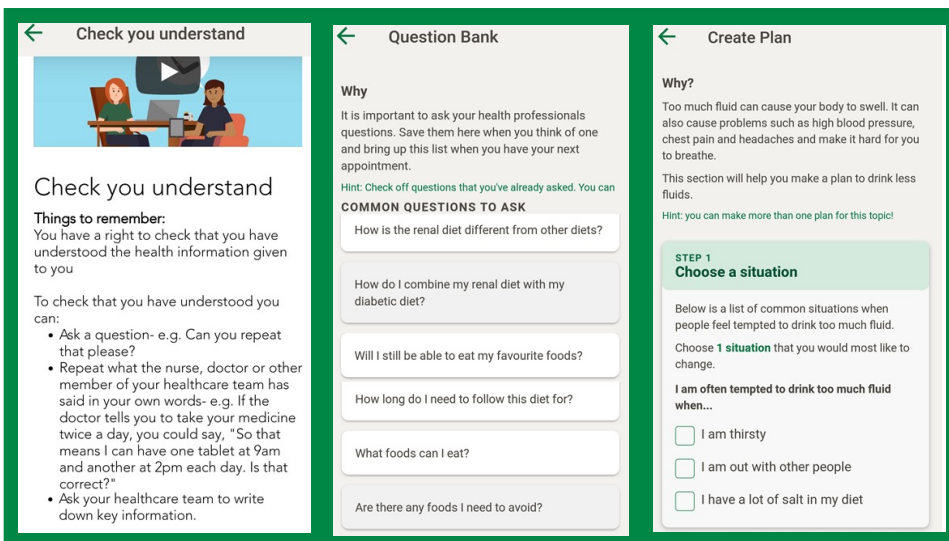


Figure 2. Videos to build communication skills and Question Prompt lists and Volitional help sheets.

Key Features of the SUCCESS app:

- Communication skills training – videos to build skills of patients to engage in health care consultations (Figure 2)
- Question Prompt list – aimed to improve question asking and enhance communication between patient and providers (Figure 2)
- Volitional help sheets – an implementation intention tool that guides the user to select the most relevant “if” and “then” statements from a predetermined list of cues and responses (Figure 2)
- Shared made-making skills training – content iteratively revised with input from expert in shared decision making, health psychology and health literacy and presented in a series of animated videos
- Critical appraisal skills training – Video demonstrations showing real-time appraisals of health websites.

Results

- 93 users - 21 – 79 years old
- 71% males
- 83% received haemodialysis in-centre
- 5% received haemodialysis at home
- 12% peritoneal dialysis

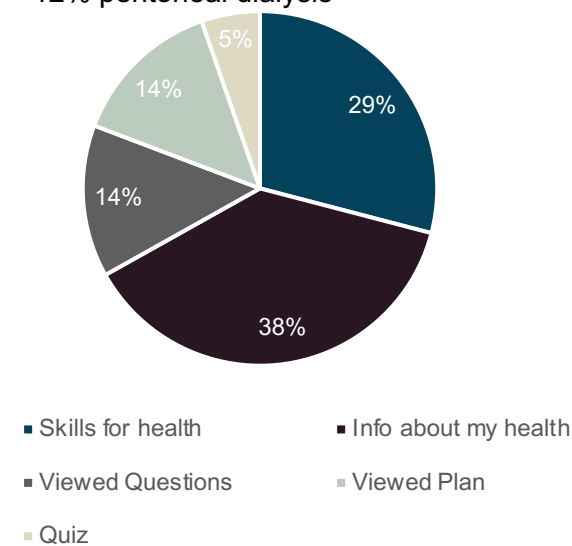


Figure 3. App analytics of sections accessed

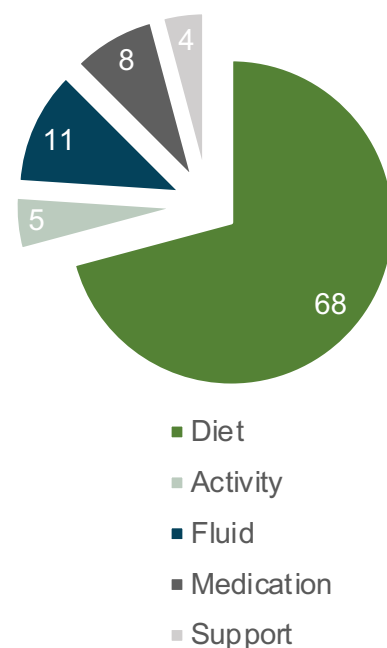


Figure 4. No. of questions generated by users on specific topics

Conclusions

- This is the first health literacy informed app developed to promote active participation in CKD management and decision-making.
- Preliminary findings show patients access information about their health and skills for health more than the more (inter)active elements of the app
- Qualitative interviews and evaluation of the impact of the app on psychosocial and clinical outcomes is ongoing.

Details of development of the app published:



Muscat D, Lambert K, Shepherd H, McCaffery K, Zwi S, Liu Na, Sud K, Saunders J, O’Lone E, Kim J, Robbins A, Webster A. Supporting patients to be involved in decisions about their health and care: Development of a best practice health literacy App for Australian adults living with Chronic Kidney Disease. *Health Promotion Journal of Australia*. 2020; 31 (1): 115 – 127.