

The Health Literacy Environment Walking interview tool

A tool for Bilingual Community Researchers

(Adapted from Rudd, R. (2010). *The Health Literacy Environment Activity Packet: First Impressions and Walking Interview.* Retrieved from <https://cdn1.sph.harvard.edu/wp-content/uploads/sites/135/2012/09/activitypacket.pdf>)

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Background questions

BCRs will ask the patient volunteers to complete the Brief Health Literacy Screening and demographic questions before starting the walking interview:

**Please circle the patient volunteer’s answers.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Brief health literacy screening question | | | | |
| *(This is to find out how confident the volunteer is with medical/health language)*  **How confident are you filling in medical forms by yourself?** | | | | |
| Extremely confident | Quite confident | Somewhat confident | A little confident | Not at all confident |
|  |  |  |  |  |

Demographic questions

1. **What country were you born in?**

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| --- |
|  |

1. **What language/s do you speak at home?**

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| --- |
|  |

1. **How long have you lived in Australia?**

|  |
| --- |
|  |

1. **Have you been to Canterbury hospital before?**

|  |  |  |
| --- | --- | --- |
| Yes | No | |
|  | | |

**If yes, how many times have you been to Canterbury hospital?**

0 – 2 3 – 5 more than 5

Questions for the BCR to ask the patient volunteer about today’s visit to the hospital

1. **How did you arrive?**

|  |  |  |  |
| --- | --- | --- | --- |
| Drove | Lift/taxi | Walked | Public Transport |

1. **What is your first impression of the hospital from the outside?**



Not sure



Positive



Negative

|  |
| --- |
| *If volunteers say other words, for example, “confused” or “nervous”, please write them below and ask*  **Why?** |
|  |

1. **Were there enough useful signs to direct you to the main entrance?**

|  |  |
| --- | --- |
| Yes | No |

*If the volunteer is not sure how to answer the question, then ask:*

***What is the first sign that you saw?****\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

***Were there signs at the outside of the entrance to indicate you have arrived at Canterbury Hospital****?*

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| --- |
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1. **Are staff members visible from the entrance?**

|  |  |
| --- | --- |
| Yes | No |

**If yes, are they available for questions or to give assistance?**

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1. **What made your walk to the entrance easy? What made your walk to the entrance hard?**

*Extra questions if the volunteer is not sure how to answer the question:*

***Were there staff members, signs or other?***

|  |
| --- |
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## Finding your way to a health service

### Stage 1: Impressions at the main entry point

The goal of this stage is to understand patient volunteer’s experiences and impressions of the environment in the hospital lobby. The BCR and patient volunteer can choose the starting point. It might be the main entrance to the hospital, the maternity unit entrance or the entrance from the car park.

The BCR should find a place to have a brief conversation. Then ask the patient volunteer to enter the assigned area, look around and then come back for a brief talk.

Questions for the BCR to ask the patient volunteer:

1. **How would you describe the overall atmosphere?**



Not sure



Negative



Positive

**Why?**

*Extra questions if the volunteer is not sure how to answer the question:*

***How do you feel? Scared, welcomed, intimidated, other?***

|  |
| --- |
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|  |

1. **What do you notice first?**

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1. **What do you notice about the signs and posters?**

*Extra questions if the volunteer is not sure how to answer the question:*

* ***How many signs and posters are there (too many, just enough, too few)?***
* ***Were there signs and posters in your language?***
* ***How clear are the signs and posters?***
* ***Who do you think the signs and posters are for? (staff, patients, other)***

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| --- |
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1. **Who or what is available to help you find out where you need to go?**

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| --- |
|  |
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### Stage 2: Asking for help

The goal of this stage is to understand the patient’s experience of seeking assistance with finding their way around the hospital.

The BCR asks the patient volunteer to use available help (people, posters, signs, other aids) to work out how to begin to walk to the destination.

Questions for the BCR to ask once the patient volunteer arrives at the service or place:

1. **How did you find the service or place?**

Looked for a map **Yes No**

Asked staff for help **Yes No**

Followed signs **Yes No**

Other **Yes No**

1. **If you used a map – how helpful was it for finding where you needed to go?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very helpful | Somewhat helpful | Neither helpful or unhelpful | Somewhat unhelpful | Very unhelpful |

|  |
| --- |
| **Comments (if any):** |
|  |
|  |

1. **If you asked a staff member for help how did you feel afterwards?**



Positive



Not sure



Negative

*Extra questions if the volunteer is not sure how to answer the question:*

***Were the staff friendly?***

***Did staff try to help you?***

***Did the staff try to answer the question in a level of English that you could understand?***

***Why?***

|  |
| --- |
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1. **Was any written information given?**

Yes No

1. **How helpful was the staff member in assisting you to find where you needed to go?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very helpful | Somewhat helpful | Neither helpful or unhelpful | Somewhat unhelpful | Very unhelpful |

|  |
| --- |
| **Comments (if any):** |
|  |
|  |

### Stage 3: Arriving at a service

The goal of these stages is to provide an opportunity for the patient volunteers to reflect on their experience of finding their way to a service within the hospital. The BCR and the patient volunteer use the directions and help given to the patient volunteer to walk to the destination.

**The patient volunteer should talk aloud as they are walking to the destination and making decisions. For example,**

*I am taking a right turn at this corner because I see an overhead sign that says ‘Gestational diabetes clinic’ with an arrow pointing to the right.*

**The BCR can encourage the patient volunteer to share their thoughts. For example,**

***I see you took a left turn; why did you make that decision?***

After reaching the destination, the BCR and patient volunteer should find a comfortable place to have a conversation and reflect upon how they had found their way to the destination.

Questions for the BCR to ask the patient volunteer:

1. **How did you know you had reached your destination?**

|  |
| --- |
|  |
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1. **What is your impression of the reception area?**



Negative



Not sure



Positive

|  |
| --- |
| **Other comments** |
|  |
|  |

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| --- |
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### Stage 4: Observation

The goal of this stage is to explore the patient’s experience as they access services. The BCR and the patient volunteer will now spend time at the service.

**The BCR asks the patient volunteer to look about the service with specific attention to signs, processes, and potential barriers. Once the patient volunteer has looked around the area, both move to a comfortable place to talk.**

Questions for the BCR to ask the patient volunteer:

1. **If you were a patient, would it be easy to let a staff member know you have arrived?**

Yes No

|  |
| --- |
| **Why?** |
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|  |

**2. a) If you were a patient, is there enough space for you and your family to sit in the waiting room?**

|  |
| --- |
|  |

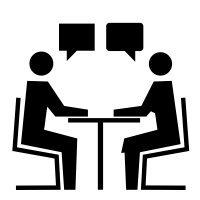
**b) If you were a patient, do you think your family would be welcome to sit with you in the waiting room?**

|  |
| --- |
|  |

**c) Who or what is available to help patients and their families find out what they need to do?**

|  |
| --- |
|  |

### Stage 5: Reflections: Thinking and talking about finding your way around the hospital



The goal of this stage is to think about the signs, posters, maps and other assistance used to get to the service.

**The BCR and patient volunteer should find a comfortable place to have a discussion, such as the café or main foyer.**

**PLEASE TURN ON THE RECORDER NOW**

Questions for the BCR to ask the patient volunteer:

***Overall ease***

1. **What made finding your way around difficult or easy?**

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| --- |
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1. **Would you come back to this hospital?**

Yes No Maybe

**Why?**

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1. **Was the interpreter service advertised or promoted? For example, did you see any posters for interpreter services or any information in languages other than English?**

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***Assistance in finding your way***

1. **How did you feel entering the hospital and finding your way around the hospital?**

|  |
| --- |
| Negative    Not sure    Positive  **Other comments or feelings** |
|  |
|  |
|  |

1. **What made you feel welcome or not welcome in the hospital in general?**

*Extra questions if the volunteer is not sure how to answer the question:*

***Artwork, symbols, language, culture of staff eg cultural heritage/background such as wearing a hijab)***

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| --- |
|  |

1. **Who or what was available to help you find your way?**

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| --- |
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1. **Were maps or directories available? Were they easy to use?**

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| --- |
|  |

1. **Were staff available to help you find your way?**

Yes No

|  |
| --- |
| 1. **How easy was it to communicate with staff?** |
|  |

1. **Were there signs to guide you?**

*Extra questions if the volunteer is not sure how to answer the question:*

*Comment on the variety of signs and their location*

***Were some signs or posters easier to use than others? What made them more helpful****?*

|  |
| --- |
|  |

1. **How did you feel when you reached your destination?**



Negative



Not sure



Positive

**Why?** You can also write extra feelings here.

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1. **Were the same words and phrases used consistently on maps, signs and directories?**

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| --- |
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**Were the words used on signs, maps and directories everyday words or medical words?**

|  |  |  |
| --- | --- | --- |
| Everyday words | Medical words | A combination |

1. **Were important places such as wards and services signed and named?**

Yes No

1. **What skills does a patient need to find their way around the hospital?**

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**Additional notes or comments**

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### Stage 5 continued: Communication between patients and health professionals

The goal of this section is to ask the patient volunteers to think about all the appointments or conversations they have had with health care professionals. This could be with a doctor, nurse or physiotherapist at Canterbury Hospital, any other hospital or with a General Practitioner (GP).

1. **Thinking about all the health professionals and health services you’ve dealt with, how do you feel about the care and treatment you have received?**

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1. **How would you describe your relationship with these people?**

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1. **How would you describe their attitude towards you?**

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1. **Have you ever had difficulties accessing the care or services that you needed? Why? What caused your difficulties? How did you overcome these difficulties? What did you do if you could not?**

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1. **If you could change anything at all about the care you have received, what would it be?**

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1. **What has worked well for you in the care you’ve received?**

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1. **What hasn’t worked well for you?**

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1. **How comfortable have you felt asking questions with a health professional?**

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1. **How were your questions received by the health professional?**

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1. **How were your questions answered by the health professional?**

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1. **How well did you feel the health professional answered?**

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1. **Did the health professional ask you if you understood the answer?**

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1. **Have you ever used the interpreter service? If no, why not? If yes, what did you think of the service?**

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1. **Did the health professional explain what you had to do next? For example, where you needed to go? Who to see? When to come back? What else would you have liked to know?**

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**PLEASE TURN OFF THE RECORDER NOW**